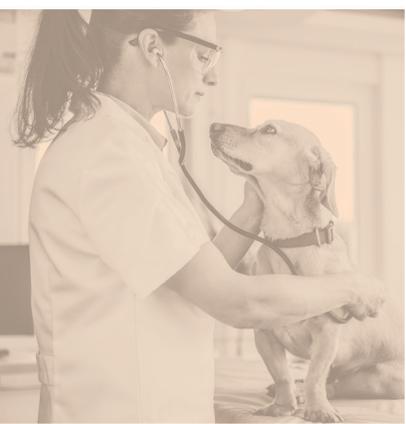
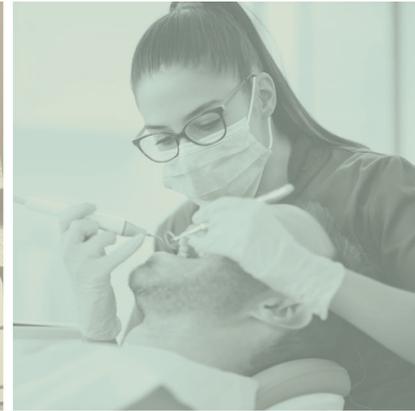


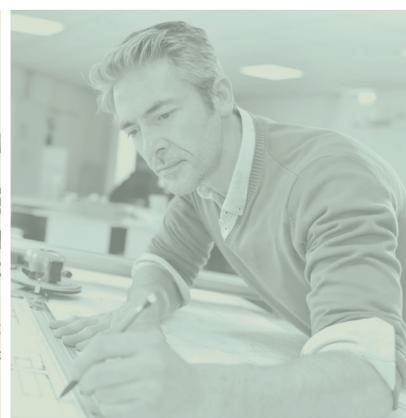
FISCAL YEAR

2019-20



ANNUAL REPORT

California
Department of
Consumer Affairs



GAVIN NEWSOM

Governor

LOURDES M. CASTRO RAMÍREZ

*Secretary of the Business, Consumer Services
and Housing Agency*

KIMBERLY KIRCHMEYER

Director of the Department of Consumer Affairs

ABOUT THIS BOOK

The Department of Consumer Affairs (DCA) is one of 12 entities operating under the direction of the Business, Consumer Services and Housing Agency, which is overseen by the Governor's Office.

The *Fiscal Year 2019–20 ANNUAL REPORT* was designed and edited by the Office of Publications, Design and Editing and printed on-site by DCA's Digital Print Services in compliance with California Business and Professions Code section 312. This report contains information and data for fiscal year 2019–20.

Message from the Secretary

California has faced a year of uncertainty and unprecedented challenges brought forth by the COVID-19 pandemic. This year has also presented an opportunity for state governments, in partnership with local governments, businesses and community leaders, to come together to respond to the pandemic and protect all those impacted. Throughout the pandemic, DCA has remained committed to fulfilling its charge to protect consumers.

In the face of this public health crisis, DCA rose to the occasion to protect the health and safety of all Californians by providing pathways to relieve pressure on the state's health care systems. Thanks to Governor Gavin Newsom's executive orders, DCA Director Kimberly Kirchmeyer was able to issue waivers to ensure health care professionals can continue to practice, expand COVID-19 testing in California, and allow the use of technology in the supervision and training requirements for select license types.

Consumer protection remains paramount, and DCA played a vital role in enforcing public health orders as a member of Governor Gavin Newsom's COVID-19 Enforcement Task Force. Notably, DCA's Board of Barbering and Cosmetology conducted more than 14,000 site visits to provide licensees with resources and guidance on how to comply with state and local orders.

Despite the uncertainties and challenges presented by the pandemic, DCA staff have never wavered from the mission of protecting consumers in a timely, fair and equitable manner. This Annual Report is a testament to the commitment of all 37 boards and bureaus under DCA's regulatory umbrella.

I am grateful for the work of DCA employees in the service of Californians, and I congratulate Director Kirchmeyer, her staff and the programs for their accomplishments and successes presented in this Annual Report as we work toward making California a better, safer, and more equitable place to live, work, and play.

Lourdes Castro Ramírez, Secretary
Business, Consumer Services and Housing Agency

Message from the Director

Welcome to the Department of Consumer Affairs FY 2019-20 Annual Report.

The Department of Consumer Affairs (DCA or Department) protects California consumers through oversight, enforcement, and licensure of professions. The Department consists of 37 boards and bureaus that regulate over 3.9 million licenses in more than 250 various professions and occupations – from doctors, nurses and contractors to barbers, court reporters, and dental hygienists.

Californians have experienced extraordinary challenges this year, and the Department is no different. The year has provided DCA an opportunity to rethink how it can transform its delivery of services, how it can quickly adapt to better serve the needs of licensees and consumers, and how it can collectively achieve an equitable, diverse, and inclusive workplace.

From process enhancements to technology, supporting the State's initiative to expand California's health care workforce in response to COVID-19, and transitioning state employees to a telework environment while continuing to do business without interruption of services – the Department has demonstrated increased agility and collaboration to provide a seamless customer experience, never wavering from its consumer protection mandate.

- In January, for demonstrating commitment and success across the areas of outreach efforts, performance measurements, and notable improvements, DCA received the Gold Agency of the Year Award at the Department of General Services' State Agency Recognition Awards. The awards are given in recognition of outstanding achievement by state agencies and advocates in furthering Small Business (SB) and Disabled Veteran Business Enterprise (DVBE) contracting participation. DCA's Advocate Steering Committee leaders were recognized for their dedication, hard work, and support of more than 200 SB and DVBE advocates throughout the state.
- As the COVID-19 pandemic spread across the state, DCA programs and employees rose to the challenge to slow the spread, increase access to health care, and protect consumers in unprecedented ways.
 - » In March, public access to DCA facilities was restricted to slow the spread and protect the safety of employees and visitors. To ensure continuity of business, the staff of DCA's Office of Information Services rapidly worked to allow 3,500 employees to telework securely from their homes, and implemented a new way to conduct board and bureau meetings online, maintaining transparency and making public participation even easier.
 - » On March 30, Governor Gavin Newsom issued Executive Order N-39-20, which authorized DCA to waive professional licensing requirements and amend scopes of practice and accompanying regulations for the duration of the declared state of emergency. The very next day, DCA waived continuing education requirements for current health care licensees, and waived reinstatement requirements for inactive, retired, and canceled health care licensees. These waivers were put in place to ensure health care practitioners could continue to provide needed care to patients affected by COVID-19. In total, 23 waivers were issued under the terms of the executive order in the final months of the fiscal year, serving California consumers and expanding California's health care workforce. A total of 127 waivers have been issued at the time of this publication.
 - » More than 140 DCA employees were assigned to help in the statewide contact tracing effort. In addition, DCA, along with the Department of Alcoholic Beverage Control, the Division of Occupational Safety and Health (Cal/OSHA), the Department of Financial Protection and Innovation, and the California Highway Patrol were called upon to be part of the Governor's Enforcement Task Force to enforce the public health orders that are in effect statewide.
 - » 220 leaders from the Department's 37 programs participated in an implicit bias training session with an expert trainer from the National Institute on Race and Equity (NITRE). Trainings and strategies are critical to ensuring that equity and diversity are achieved in the work of the Department.

In addition to these accomplishments, there are many more to be found within the pages of this report by DCA's boards and bureaus. The statistical, financial, and legislative efforts found in this report are a testament to the dedication and integrity of the employees of DCA who consistently work to accomplish the collective mission of consumer protection.

Kimberly Kirchmeyer, Director

MISSION

Protecting California consumers by providing a safe and fair marketplace through oversight, enforcement, and licensure of professions.

VISION

Together, empowering California consumers.

VALUES

- ACCOUNTABILITY
- COMMUNICATION
- DIVERSITY
- EMPLOYEES
- INTEGRITY
- LEADERSHIP
- SERVICE
- TRANSPARENCY

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Support System

DCA's boards, bureaus, and other entities are supported by a dedicated and highly skilled staff of legal, technical, and administrative professionals. These professionals provide a wide range of support services, including human resources, information technology, investigations, communications, professional examinations, training, strategic planning, budgeting, and more.

Here is an overview of what the various offices and divisions of DCA's support system do for its many boards, bureaus, and other entities.

THE OFFICE OF ADMINISTRATIVE SERVICES provides business, personnel, budget, and accounting services. It consists of Business Services, Human Resources, and Fiscal Operations. Business Services ensures that DCA entities promote sound business decisions and practices in contracting and purchasing goods and services. It also manages DCA's many facilities, vehicle fleet, emergency response, and mailroom and records services. Human Resources provides personnel support for DCA employees. Fiscal Operations provides budget, accounting, and central cashiering services.

THE COMMUNICATIONS DIVISION consists of the Office of Public Affairs (OPA); the Office of Publications, Design and Editing (PDE); and Digital Print Services (DPS). OPA creates and executes strategic media and communication plans for DCA, provides news media with information of interest to consumers, responds to media inquiries, and alerts media to unlicensed activity sweeps. OPA's videographers assist DCA boards and bureaus with the creation of public service announcements; training, instructional, and consumer videos; and with webcasting of public meetings. PDE designs, edits, produces, and distributes more than 300 consumer and licensee publications, reports, and signage for DCA's various entities and its Executive Office. PDE supports DCA's boards and bureaus by producing and publishing newsletters and other publications, and supports DCA staff by producing the "Did You Know?" monthly online newsletter for employees. PDE staff also write, edit, design, and distribute DCA's quarterly consumer magazine, *Consumer Connection*. DPS provides full in-house print shop services, including black-and-white and color digital printing, copying, bindery, and other various services to all of DCA. In addition to printing materials created by PDE, DPS produces projects directly from DCA licensing entities and support system programs, including licensee notices, reports, training books, business cards, posters, postcards, and booklets.

THE CONSUMER INFORMATION CENTER (CIC) is DCA's information resource center for consumers and licensees. Through its Call Center and Correspondence Unit, CIC provides consumers, license applicants, and licensees with user-friendly information and identifies the government agency or community organization that can best address their needs. CIC phone agents answer calls from consumers, applicants, and licensees via DCA's toll-free number. Correspondence Unit staff respond to emails and letters sent to DCA and coordinate with boards, bureaus, committees, and programs on escalated complaints received from the Business, Consumer Services and Housing Agency and the Governor's Office.

THE INTERNAL AUDIT OFFICE identifies and evaluates significant exposure to risk by reviewing policies and procedures as well as any laws or regulations applicable to program operations. Services offered range from coordinating internal and external audit efforts, monitoring the status of audit findings and consultations to help identify improvements, and providing meaningful feedback to leadership on strengths within the organization as well as any deficiencies noted. The Internal Audit Office serves as the conduit to the State Auditor's office and the Department of Finance.

THE EQUAL EMPLOYMENT OPPORTUNITY OFFICE (EEO) serves all DCA employees, applicants, licensees, and consumers by promoting civil rights laws that prohibit discrimination and require public agencies to allow people to work and advance based on merit, ability, and potential without regard to their protected characteristics. The EEO office is charged with increasing the employment of persons with disabilities at DCA, and preventing and eliminating discrimination through policy implementation, training, education, and outreach. The areas of responsibility include coordinating the DCA Bilingual Services Program, Disability Advisory Committee, Employee Mediation Program, Upward Mobility Program, and sexual harassment prevention training; collecting annual EEO policy acknowledgments, serving as the DCA Americans with Disabilities Act coordinator, investigating allegations of discrimination, facilitating sign language and real-time captioning requests, completing the annual Workforce Analysis, distributing the Whistleblower Protection Act notice, and submitting the annual response to the state auditor.

THE OFFICE OF INFORMATION SERVICES (OIS) directs and manages information technology (IT) for all of DCA. OIS consists of Application Services, Enterprise Technology Services, Infrastructure Services, Client IT Support Services, Enterprise Project Services, and the Office of Information Security. Application Services maintains and develops the core licensing and enforcement platforms in DCA's portfolio, including the Consumer Affairs System, the Applicant Tracking System, BreEZe, and inLumon. Enterprise Technology Services maintains and supports DCA's wide area network infrastructure, serving more than 30 offices statewide, as well as more than 50 internet and intranet sites. Infrastructure Services maintains the network, cloud, operational security, and telecommunication services. The Reports and Data Governance teams provide reporting solutions and data analytics tools. Application Services provides public data fulfillment (licensee information), public customer liaison, and production support. This team includes the Family Support Unit, which maintains systems that involve processing limited license hold issues related to child support systems. Client IT Support Services provides Service Desk and Client Device Services to all programs within DCA for end-user IT engagement. Enterprise Project Services provides project management assistance, controls agency liaison services, oversees the OIS change management and release process, and is implementing IT Governance. The Office of Information Security establishes the IT security and data privacy policies, maintains the business continuity planning process, investigates IT security breaches, and acts as liaison to the California Department of Technology in matters related to the IT security of DCA.

THE ORGANIZATIONAL IMPROVEMENT OFFICE (OIO) collaborates with DCA boards, bureaus and centralized services to identify opportunities for effective change and process improvement through business analysis. Services provided include business process documentation and mapping, development of system requirements for IT projects, and providing support for special projects. The OIO was recently renamed and may be referred to as Organizational Change Management (OCM) throughout this report.

THE DIVISION OF INVESTIGATION (DOI) is the law enforcement and investigative branch of DCA. DOI staff provide objective investigations regarding allegations of misconduct by licensees of DCA entities. DOI helps to protect the health, safety, and welfare of California consumers by conducting investigations and by filing criminal actions against subject licensees or unlicensed individuals on behalf of DCA entities. DOI field investigations frequently involve allegations of the illegal use and theft of drugs, sexual misconduct, quality-of-care issues, and unlicensed activity. DOI is composed of three units. The Health Quality Investigation Unit (HQIU) provides investigative services to the Medical Board of California, the Physician Assistant Board, the Podiatric Medical Board of California, and the Osteopathic Medical Board of California. The Investigation and Enforcement Unit (IEU) provides investigative services for all the other boards, bureaus, and commission within DCA. The Special Operations Unit (SOU) is a specialized law enforcement unit within DOI, which provides investigative services, training, and program management services for DOI and DCA. SOU conducts internal affairs investigations on behalf of DCA; background investigations of board, DOI, and DCA staff; oversight of the Infraction Citation Authority Program and the Criminal Offender Record Information clearance system; and investigations pursuant to DCA's Workplace Violence Prevention Policy.

THE LEGAL AFFAIRS DIVISION serves as in-house counsel for the director, executive staff, boards, bureaus, and other entities of DCA. The team of attorneys provides legal analysis and opinions on laws, issues, proposed legislation, regulations, government contracts, employer-employee matters, the Open Meeting Act, the Public Records Act, and the Information Practices Act. They represent DCA before the State Personnel Board and other administrative tribunals, provide small-claims advice, defend clients in depositions, and appear at hundreds of public meetings annually.

THE DIVISION OF LEGISLATIVE AFFAIRS serves as DCA's resource on legislative matters, representing DCA's positions on these matters before the Legislature. The Division monitors and analyzes legislative bills on consumer issues and provides legislative recommendations and technical assistance to DCA; the Business, Consumer Services and Housing Agency; and the Governor's Office. The Division also serves as the liaison for the Legislature in handling constituent issues affecting all DCA entities. The Division hosts legislative roundtables to provide an open forum to discuss all aspects of legislation, including fiscal, information technology, and implementation impacts among DCA's various boards and bureaus.

THE OFFICE OF PROFESSIONAL EXAMINATION SERVICES (OPES) provides psychometric consulting services for occupational licensure examination programs. OPES services include occupational analysis, examination development (item writing/review), standard setting, program evaluation, and statistical analysis of examination performance. OPES follows accepted professional guidelines and technical standards to ensure that licensing examinations are valid, job-related, and legally defensible. In addition to servicing 40–50 intra-agency contracts with DCA entities, OPES also oversees the master contract for examination administration at computer-based testing centers throughout the United States.

SOLID TRAINING AND PLANNING SOLUTIONS (SOLID) supports the development of all DCA employees through the design, delivery, evaluation, and administration of training and education programs. Its mission is to develop and manage a centralized program for training, education, and human resources development that ensures a skilled workforce that can meet DCA's strategic objectives. In addition, SOLID offers strategic planning assistance, employee surveys, and process improvement workshops.

BOARD AND BUREAU RELATIONS (BBR) is the liaison between the DCA executive office and its boards and bureaus. The office provides support services for appointed board members, executive officers, and bureau chiefs by connecting programs with the appropriate DCA resources. BBR is responsible for coordinating DCA executive officer and board member onboarding, procedures and trainings, including DCA's Board Member Orientation Training. It provides tracking and analysis of all boards' and bureaus' meeting content and acts as the rapid response team for troubleshooting urgent issues across all DCA programs. BBR facilitates the Department's licensing and enforcement workgroups, which enhance communication between boards and bureaus to promote best practices and efficiencies within the licensing and enforcement divisions of all DCA programs. Additionally, it maintains departmental data on board and committee members' required training compliance and appointments, and disseminates information related to board and committee meetings. BBR also serves as a liaison between the boards, the Governor's Office, legislative appointing authorities, and the Business, Consumer Services and Housing Agency and collaborates with boards and bureaus on external stakeholder engagement.

DCA-wide Legislation

AB 2113 (LOW, CHAPTER 186, STATUTES OF 2020) REFUGEES, ASYLEES, AND SPECIAL IMMIGRANT VISA HOLDERS: PROFESSIONAL LICENSING: INITIAL LICENSURE PROCESS.

This law requires boards and bureaus within the DCA to expedite the initial licensure process for an applicant who supplies satisfactory evidence that they are a refugee, have been granted asylum, or have a special immigrant visa, as specified. This law also allows boards and bureaus to assist these applicants during the initial licensure process. This law further specifies that persons applying for expedited licensure will still be required to meet all applicable statutory and regulatory licensure requirements.

SB 878 (JONES, CHAPTER 131, STATUTES OF 2020) DEPARTMENT OF CONSUMER AFFAIRS: LICENSE: APPLICATION: PROCESSING TIME FRAMES.

Beginning July 1, 2021, this law requires each board and bureau within the DCA that issues licenses, to prominently display on their websites each quarter either the current average time frame for processing initial and renewal license applications, or the combined current average time frame for processing both initial and renewal license applications. This law will also require each board or bureau to quarterly post on their websites either the current average processing time frame for each licensing type administered by the program, or the combined current average time frame for processing all licensing types administered by the program.

SB 1474 (BUSINESS, PROFESSIONS AND ECONOMIC DEVELOPMENT COMMITTEE, CHAPTER 312, STATUTES OF 2020) BUSINESS AND PROFESSIONS.

This law 1) provides a one-year sunset extension for the following DCA programs that were undergoing the sunset review process prior to COVID-19: Board of Barbering and Cosmetology, Board of Behavioral

Sciences, Board of Psychology, Board of Vocational Nursing and Psychiatric Technicians, Bureau for Private Postsecondary Education, Bureau of Real Estate Appraisers, California State Board of Pharmacy, Physician Assistant Board, Podiatric Medical Board of California, and the Veterinary Medical Board; 2) extends the operations for the following DCA programs until January 1, 2023: Board of Chiropractic Examiners, Naturopathic Medicine Committee, Board of Occupational Therapy, Respiratory Care Board, and the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board; 3) clarifies that registered dental hygienists may perform any procedure or service within their scope of practice if the appropriate education and training has been completed; 4) requires the Dental Hygiene Board to grant initial licensure to any applicant who within the preceding three years has satisfactorily completed the appropriate examinations, instead of the preceding two years in existing law; 5) clarifies the education a registered dental hygienist in alternative practice must possess to be issued a license; 6) prohibits the Contractors State License Board from releasing any deposit to anyone for any purpose except as determined by a court and requires that deposits be distributed to all claimants in proportion to the amount of their claims if the deposit is insufficient to pay all claims in full; 7) requires the Contractors State License Board to retroactively grant license renewal if a licensee submits an application within 90 days of the license expiration and pays all required fees; 8) prohibits contracts from limiting a consumer's ability to make complaints to a licensing board or from participating in an investigation of a licensee; and 9) makes several other nonsubstantive or technical changes.

Note: reflects bills that were passed in 2020 and have an implementation of 2021 or later.

Healing Arts Legislation

**AB 2077 (TING, CHAPTER 274, STATUTES OF 2020)
HYPODERMIC NEEDLES AND SYRINGES.**

This law extends the sunset date for an existing law allowing hypodermic needles or syringes to be sold by pharmacists or physicians without a prescription until January 1, 2026. This law also makes conforming changes to ease restrictions against furnishing hypodermic needles and deletes obsolete provisions of law.

**AB 2520 (CHIU, CHAPTER 101, STATUTES OF 2020)
ACCESS TO MEDICAL RECORDS.**

This law requires, among other provisions, health care providers to assist in the completion of forms, relevant to a patient receiving public benefits, at no extra charge to the patient. This law also entitles a nonprofit legal services entity representing a patient to receive a copy of the relevant portion of the patient's records that are needed to support a claim regarding eligibility for specified public benefit programs. Additionally, this law expands the number of public benefit program applications that qualify for free medical records.

AB 3330 (CALDERON, CHAPTER 359, STATUTES OF 2020) DEPARTMENT OF CONSUMER AFFAIRS: BOARDS: LICENSEES: REGULATORY FEES.

This law increases several licensing and regulatory fees for the Podiatric Medical Board of California, the Acupuncture Board, and the Board of Behavioral Sciences. This law also increases the fee charged to licensees authorized to utilize the state's CURES prescription drug monitoring program from \$6, to \$11 per year beginning April 1, 2021, then decreases to \$9 beginning April 1, 2023.

**SB 275 (PAN, CHAPTER 301, STATUTES OF 2020)
HEALTH CARE AND ESSENTIAL WORKERS: PERSONAL PROTECTIVE EQUIPMENT.**

This law, among other requirements, requires specified health care employers to maintain a stockpile of unexpired personal protective equipment for use in the event of a state of emergency declaration by the governor, or other similar health emergency. The unexpired stockpile must be sufficient for 45 days of surge consumption, as determined by regulations that would be established by the Department of Industrial Relations, and would become effective January 1, 2023, or one year after the adoption of the regulations, whichever is later. Health care employers are required to provide personal protective equipment to their health care workers upon request.

Overview of Reported Information

DCA's regulatory boards and bureaus protect the public by licensing, registering, certifying, or approving individuals or businesses in various professions. These entities also investigate complaints and discipline license holders who violate practice requirements.

In this *Annual Report*, each DCA entity notes its accomplishments and new laws or regulations extending through the 2020 calendar year. Statistical information presented in licensing and enforcement activity is data from fiscal year 2019–20. Entities vary in the data they report because they are governed by different laws, and therefore, not all categories of data apply to all entities. If a category does not apply, the table will indicate "N/A" or "0."

This is an overview of the information included.

STAFF

The number of civil service positions and the number of exempt positions approved in the state budget (including vacancies). Exempt employees are executive-level personnel (usually an executive officer or a bureau chief) appointed by the board, the DCA director, or the governor.

LICENSES

The total number of licenses, permits, certificates, and approvals. Totals for each type of license or permit can be found in the Licensing Population by Type.

BOARD MEMBERSHIP

Boards are semiautonomous entities. Members of a board are usually split between people representing the profession and people representing the public. Board members are appointed by the governor, the Senate Rules Committee, or the speaker of the Assembly. The number of board members, who they represent, and who appoints them is set in state law. Membership on a DCA board is not a salaried position. Those who serve receive a small stipend and travel expenses to attend meetings.

BOARD STAFF

Board leadership and/or management title, name and email address.

LAWS AND REGULATIONS

The laws and regulations governing the board, bureau, program or commission.

SUNSET REVIEW

The evaluation dates to determine the need, effectiveness, and performance of the board, bureau, program or commission

BUREAU ADVISORY COMMITTEE MEMBERSHIP

Bureaus, committees, programs, and commissions are under the direct control of DCA, but may have an advisory committee made up of professionals and public members.

RECIPROCITY

Some of DCA's boards and bureaus allow license reciprocity, which refers to a mutual agreement between states whereby a licensee holding a license in his or her home state can successfully apply for a license in another state without having to take that state's exam, pre-licensing course, or meet other standards or requirements.

ACCOMPLISHMENTS

A narrative provided by DCA's boards and bureaus, which highlights accomplishments during the fiscal year.

NEW LEGISLATION

Newly enacted legislation that affects the board, consumers, licensees, and/or applicants.

LICENSE REQUIREMENTS

Requirements for licensure in the state of California.

FEES

List of most associated fees.

SUMMARY OF LICENSING ACTIVITY

INITIAL LICENSES/CERTIFICATES/PERMITS

The number of initial applications, the number of licenses issued, and the number of licenses renewed.

LICENSING POPULATION BYTYPE

Total number of certificates/permits, licenses/registrations or approvals by type.

OVERVIEW OF STATISTICAL INFORMATION (CONTINUED)

RENEWAL AND CONTINUING EDUCATION

How often a license must be renewed and how many hours of continuing education, if any, are required for renewal.

EXAMINATION RESULTS

The number of candidates who passed or failed an exam for licensure.

SUMMARY OF ENFORCEMENT ACTIVITY**CONSUMER COMPLAINTS—INTAKE**

These include complaints from the public, government, law enforcement, licensed professional groups, internal, others, or anonymous. DCA defines a complaint as, "an allegation or inquiry from any source indicating a probable violation of any law, rule, or order of any regulatory agency, including violations of the Business and Professions Code relating to businesses and professions licensed by any entity of the Department of Consumer Affairs."

CONVICTION/ARREST NOTIFICATION COMPLAINTS

Convictions, applicant-reported convictions, or subsequent arrests are listed. "Pending" includes all conviction/arrest notification complaints pending at the end of the fiscal year regardless of the date the complaint was received.

INSPECTIONS (IF APPLICABLE)

The total number of inspections conducted during the fiscal year. The total includes initial, routine, complaint-driven, and follow-up inspections, and the number of citations issued because of an inspection.

INVESTIGATIONS

An investigation is defined as the collection and verification of facts to determine jurisdiction and potential violations of law. Investigations begin as soon as they are assigned. The number reported includes desk investigations and field investigations.

NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

The timeline begins from the date the complaint was received to the date the investigation was closed.

CITATIONS AND FINES

These numbers show citations issued with or without an administrative fine, and citations withdrawn or dismissed. The average refers to the average number of days from the date the complaint was received to the date a citation was issued.

TOTAL AMOUNT OF FINES

Amount assessed, reduced, and collected.

CRIMINAL/CIVIL ACTIONS

These are referrals to or filings by a district attorney or city attorney for criminal or civil action. These may include misdemeanor citations. A referral may be made both to the district attorney and the Office of the Attorney General and will be reflected in both categories.

OFFICE OF THE ATTORNEY GENERAL/DISCIPLINARY ACTIONS

Complaints and investigations in which the evidence and facts have substantiated a violation of the law are referred to the attorney general for disciplinary action. Outcomes of disciplinary action may affect the status of a professional's license.

NUMBER OF DAYS TO COMPLETE ATTORNEY GENERAL CASES

This table refers to the number of closed cases in the description above. The timeline covers from the date the complaint was received to the date the order became effective.

FORMAL ACTIONS FILED/WITHDRAWN/DISMISSED

All actions filed, withdrawn, or dismissed during the fiscal year.

ADMINISTRATIVE OUTCOMES/FINAL ORDERS

Disciplinary action taken in the cases closed by the attorney general.

PETITION FOR MODIFICATION OR TERMINATION OF PROBATION

Outcome of petitions by licensees to reduce terms and conditions of probation or to terminate probation early.

PETITION FOR REINSTATEMENT OF REVOKED LICENSE/REGISTRATION/CERTIFICATION

The outcome of petitions by individuals requesting reinstatement.

COST RECOVERY TO DCA

Total dollar amount of administrative costs ordered repaid to DCA. Costs ordered may never be received.

RESTITUTION TO CONSUMERS/REFUNDS/SAVINGS (IF APPLICABLE)

The total of court-ordered restitution to consumers as a result of mediation efforts. In some instances, services were performed without charge to the consumer, a consumer's bill was reduced, or a product was returned or exchanged.



Licenses and regulates certified public accountants and public accountancy firms.

www.dca.ca.gov/cba

STAFF:

98.9 civil servant positions
3 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

108,168

BOARD MEMBERSHIP:

8 public representatives
7 licensees

BOARD STAFF:

Executive Officer: Patti Bowers
patti.bowers@cba.ca.gov

Assistant Executive Officer: Deanne Pearce
deanne.pearce@cba.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 5000–5158;
California Code of Regulations, Division 1,
title 16, §§ 1–99.1.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code sections 5096–5096.21, qualified out-of-state certified public accountants (CPAs) may participate in the California Board of Accountancy’s (CBA) mobility program and practice public accountancy in California without providing notice or paying a fee. All CPAs practicing in California under the mobility program are subject to the disciplinary authority of CBA and, if applicable, must self-report certain disqualifying events and cease practicing in the state until authorized by CBA.

ACCOMPLISHMENTS

Enhancing Communication with Licensees

New legislation took effect on January 1, 2020, requiring all licensees and applicants to provide CBA with a current, valid email address. CBA created a process for licensees to register their email address on its website, while applicants include this information on applications for licensure. The ability to communicate via email will enable CBA to provide more frequent and timely updates regarding CBA activities, information relating to license renewal, and notify licensees when CBA’s newsletter, UPDATE, is published. Engagement with licensees and stakeholders creates many opportunities to share the CBA’s consumer protection mission.

UPDATE Newsletter Changes

CBA’s UPDATE publication went through many changes in fiscal year 2019-20. Beginning with issue #90 (Winter 2020), UPDATE was redesigned with a more colorful and modern appearance. This was also the first issue to be distributed primarily online. UPDATE is no longer being automatically mailed to all licensees, which not only saves on the costs of printing and postage, but is also more environmentally friendly. Licensees are able to receive a hard copy by request.

Enforcement Program Successes

The Enforcement Division received 2,009 complaints and closed 2,261 investigations. More than 88% of investigations were closed within six months and 96% closed within one year. The Enforcement Division also increased its effort to investigate complaints related to unlicensed activity.

IT Technology Audit

IT security is constantly evolving, as are the cyber security threats that organizations of all sizes face. CBA underwent a security audit by the California Military Department and received accolades regarding the safeguards employed to ensure the integrity of its IT infrastructure and data.

Outreach Activities

CBA members and staff participated in a number of outreach events in the beginning of fiscal year 2019-20, including community college events, and university presentations. The focus of these events is to educate future licensees about requirements for CPA licensure, and to provide students with information about careers in accounting. CBA also produced new outreach materials to assist applicants in explaining the requirements to sit for the Uniform CPA Examination, qualify for licensure in California, and for current licensees, CPA license renewals.

CBA participated in outreach events hosted by the California Society of CPAs (CalCPA) on the campuses of Cal Poly Pomona, San Francisco State University, Chaffey College, and American River College. These events each attracted an average of more than 200 students, who learned about the CBA's examination, education, and experience requirements for CPA licensure.

Before the end of the fiscal year, a pandemic had forced the cancelation of all in-person events. Many college and university campuses closed. When CBA was unable to attend events in person, it transitioned to virtual events to continue with outreach efforts and meet the needs of its audience. In June 2020; CBA participated in a new online event sponsored by CalCPA, "Conversations and Coffee," a forum that was specifically focused on examination and initial licensure candidates. CBA is planning on hosting and participating in several online outreach events for the fall of 2020. CBA is looking forward to increased online outreach opportunities.

Strategic Plan

CBA published its 2019-2021 Strategic Plan (available at www.cba.ca.gov), which discusses the CBA's desired accomplishments across its seven strategic goals.

New Legislation

CBA sponsored Assembly Bill (AB) 2267 (Irwin, 2020), which would have allowed applicants to sit for the Uniform CPA Examination prior to degree conferral. AB 2267 also included some additional minor proposals related to the privacy of applicant and licensee email addresses, and would authorize the CBA Secretary/Treasurer or another CBA Member, as specified, to preside over CBA meetings. Due to the COVID-19 pandemic, the Legislature pulled the bill, and many non-budget related bills. CBA plans to re-introduce this bill in the next legislative session.

Social Media Growth

CBA's social media platforms all experienced a large amount of growth in 2019-20, adding over 1,000 new followers combined. Most impressively of all, CBA's LinkedIn following almost tripled, increasing by 192%. CBA began receiving a much higher volume of inquiries on its social media platforms. Communications staff were able to provide excellent customer service by responding and answering questions in a timely manner.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
CPA EXAMINATION APPLICATION FEE	\$100	\$600
"NATIONAL ASSOCIATION OF STATE BOARDS OF ACCOUNTANCY (NASBA) UNIFORM CPA EXAMINATION FEE"	\$839.96	SET BY NASBA
APPLICATION FEE FOR CPA LICENSURE	\$250	\$250
CPA LICENSE ISSUANCE FEE-2 YEAR	\$250	\$280
TOTAL INITIAL LICENSE FEES	\$1,439.96	N/A
CPA REPEAT EXAM FEE	\$50	\$75
BIENNIAL RENEWAL FEE	\$250	\$280
CPA APPLICATION FEE-RETIRED STATUS	\$75	\$250
CPA RESTORATION FEE-RETIRED STATUS	\$50	\$1,000
APPLICATION FEE FOR ACCOUNTANCY FIRM (PARTNERSHIP OR CORPORATION)	\$150	\$250
LICENSE ISSUANCE FEE FOR ACCOUNTANCY FIRM (PARTNERSHIP OR CORPORATION)	\$250	\$250
ACCOUNTANCY FIRM: BIENNIAL RENEWAL	\$250	\$280

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CORPORATION	164	144	1,939
FICTITIOUS NAME PERMIT	115	81	178
CERTIFIED PUBLIC ACCOUNTANT	3,126	2,509	45,397
PARTNERSHIP	48	39	677
OUT-OF-STATE FIRM REGISTRATION	47	44	128
PUBLIC ACCOUNTANT	0	0	2
TOTAL	3,500	2,817	48,321

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CORPORATION	0	4,658	0
FICTITIOUS NAME PERMIT	0	2,579	0
CERTIFIED PUBLIC ACCOUNTANT	0	98,710	0
PARTNERSHIP	0	1,484	0
OUT-OF-STATE FIRM REGISTRATION	0	714	0
PUBLIC ACCOUNTANT	0	23	0
TOTAL	0	108,168	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
CPA	EVERY 2 YEARS	80
PUBLIC ACCOUNTANT	EVERY 2 YEARS	80
CORPORATION	EVERY 2 YEARS	0
PARTNERSHIP	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY 5 YEARS	0
OUT-OF-STATE FIRM REGISTRATION	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION*	2,672	0	2,672

*The Uniform CPA Examination (CPA Exam) consists of four sections—Auditing and Attestation, Business Environment and Concepts, Financial Accounting and Reporting, and Regulation. A candidate must successfully complete all four sections within 18 months to pass the CPA Exam. The number provided represents the total number of candidates who successfully completed all sections and passed the CPA Exam. Since the CPA Exam consists of four sections, the number of individuals who failed the CPA Exam is not available. However, the CBA can provide the number of failed sections that comprise the CPA Exam, which is 24,677.

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,009	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,015	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
287	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
287	REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
2,301	OPENED
2,261	CLOSED
684	PENDING

Number of Days to Complete Intake and Investigations	
1,538	UP TO 90 DAYS
444	91 TO 180 DAYS
196	181 DAYS TO 1 YEAR
57	1 TO 2 YEARS
20	2 TO 3 YEARS
6	OVER 3 YEARS
148	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
172	ISSUED
172	ISSUED WITH A FINE
42	WITHDRAWN
0	DISMISSED
110	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$49,200	ASSESSED
\$6,300	REDUCED
\$30,240	COLLECTED

Criminal/Civil Actions	
2	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
53	CASES OPENED/INITIATED
55	CASES CLOSED
50	CASES PENDING

Number of Days to Complete AG Cases	
7	UP TO 1 YEAR
19	1 TO 2 YEARS
9	2 TO 3 YEARS
20	OVER 3 YEARS
904	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
49	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
9	REVOCAION
18	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
37	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS
66	TOTAL

Petition for Modification or Termination of Probation	
3	GRANTED
1	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
2	GRANTED
2	DENIED

Cost Recovery to DCA	
\$217,114	ORDERED
\$221,297	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
1	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
93	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
453	AVERAGE NUMBER OF DAYS



Licenses and regulates acupuncturists and acupuncture schools.

www.acupuncture.ca.gov

STAFF:

14 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

12,247

BOARD MEMBERSHIP:

4 public representatives
3 licensees

BOARD STAFF:

Executive Officer: Ben Bodea
ben.bodea@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 4925–4979;
California Code of Regulations, Division 13.7,
title 16, 1399.400–1399.489.2.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

The California Acupuncture Board (Board) only licenses applicants that have passed the California Acupuncture Licensing Examination. To qualify for this exam, applicants must have either: completed education at an approved training program under California Code of Regulations section 1399.434, with a minimum of 3000 hours of education; completed a Board-approved tutorial program; or, for International applicants, meet the Board's 3000-hour education requirement.

ACCOMPLISHMENTS

Business Modernization

The Board received budgetary authority to proceed with modernizing its business processes as well as two analyst positions to address the increased workload during the development and transition to the new IT system.

The Board joined efforts with three other Department of Consumer Affairs (DCA) programs to create the Business Modernization Cohort 1 under the project direction of DCA's Office of Information Services (OIS). Working together allows the programs to pool resources and achieve cost savings in developing a new IT platform to facilitate licensing, enforcement, and online payment and cashiering.

In October and November of 2019, the Board, along with its business modernization cohort members, OIS, and the Department of Technology, reviewed multiple responses to Requests for Offers for a new IT platform to address current business needs to conduct the Board's licensing and enforcement duties.

In January of 2020, the Board, as part of business modernization efforts, began implementation of its new IT platform via the Business Modernization project. The new system was released September 2020.

NEW LEGISLATION

AB 3330 (Calderon, Chapter 359, Statutes of 2020) Department of Consumer Affairs: Boards: Licensees: Regulatory Fees. This bill increases several licensing and regulatory fees for the Acupuncture Board and other boards.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION FEE	\$75.00	\$75.00
EXAMINATION FEE	\$550.00	ACTUAL COST
INITIAL LICENSURE FEE	\$176 - \$325	\$325
BIENNIAL RENEWAL FEE	\$325.00	\$325.00

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LICENSED ACUPUNCTURIST	272	272	6,000
TOTAL	272	272	6,000

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LICENSED ACUPUNCTURIST	0	12,247	0
TOTAL	0	12,247	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
LICENSED ACUPUNCTURISTS	EVERY 2 YEARS	50

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA ACUPUNCTURE LICENSING EXAM	261	103	364

Summary of Enforcement Activity

Consumer Complaints—Intake	
180	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
176	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
53	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
53	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
229	OPENED
190	CLOSED
230	PENDING

Number of Days to Complete Intake and Investigations	
84	UP TO 90 DAYS
30	91 TO 180 DAYS
30	181 DAYS TO 1 YEAR
34	1 TO 2 YEARS
10	2 TO 3 YEARS
2	OVER 3 YEARS
216	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
33	ISSUED
33	ISSUED WITH A FINE
0	WITHDRAWN
4	DISMISSED
201	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$27,020	ASSESSED
\$2,150	REDUCED
\$17,180	COLLECTED

Criminal/Civil Actions	
3	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
17	CASES OPENED/INITIATED
8	CASES CLOSED
15	CASES PENDING

Number of Days to Complete AG Cases	
2	UP TO 1 YEAR
3	1 TO 2 YEARS
1	2 TO 3 YEARS
2	OVER 3 YEARS
794	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
15	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS
8	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
1	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$154,429.00	ORDERED
\$35,437.01	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
4	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
259	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
393	AVERAGE NUMBER OF DAYS



Certifies and monitors third-party arbitration programs of participating automobile manufacturers to ensure they comply with California law on new vehicle warranties and state-certified arbitration programs.

www.dca.ca.gov/acp

www.lemonlaw.ca.gov

STAFF:

8 civil servant positions
0 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

N/A

STAFF:

Chief: Christy Bell
christy.bell@dca.ca.gov

Deputy Chief: Jose Escobar
jose.escobar@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 472-472.5;

Commercial Code §§ 2101-2801;

Health and Safety Code §§ 43204-43205.5;

Civil Code § 1790-1795.93;

Vehicle Code §§ 11700-11909;

California Code of Regulations, Division 33.1, title 16, §§ 3396.1-3399.6.

SUNSET REVIEW:

The Arbitration Certification Program is not subject to sunset review because it is neither a board nor bureau.

Program Highlights

RECIPROCITY

The Program does not have reciprocity.

ACCOMPLISHMENTS

Outreach Activity

The Arbitration Certification Program (ACP) continues its public outreach by distributing information to vehicle owners with assistance from the Department of Motor Vehicles. In October 2019, ACP began distributing two new trifolds along with the existing Lemon Law brochures. These brochures and trifolds help guide consumers through the state-certified Lemon Law arbitration process. In 2019, ACP reached 1,955 consumers with its Lemon Law brochures and 450 trifolds that were distributed.

ACP began monitoring Better Business Bureau (BBB) AUTO LINE hearings that occurred over the telephone, in addition to monitoring in-person hearings.

ACP held on-site visits with all 20 state-certified manufacturers and each of the three arbitration programs to conduct its mandated on-site inspections, involving a comprehensive review of operations for ensuring they remain in substantial compliance with California statutes and regulations. These visits allowed ACP to inspect facilities, records, and operations, including the records of individual disputes, interviews of program staff, and discussion of violations, and current trends and issues.

Overall, ACP facilitated the return in excess of \$16.6 million to consumers in the form of refunds, replacement vehicles, extended service contracts, and repairs awarded by state-certified arbitration programs.

NEW LEGISLATION

There was no enacted legislation solely related to the Program in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N/A
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N/A
EXAMINATION	N/A
CONTINUING EDUCATION/COMPETENCY	N/A
FINGERPRINT REQUIREMENT	N/A

Fees

License Type	Actual Fee	Statutory Limit
N/A		

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
N/A			

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
N/A			

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
N/A		

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity

Consumer Complaints—Intake	
130	RECEIVED
99	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
31	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
N/A	RECEIVED
N/A	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
N/A	REFERRED FOR INVESTIGATION
N/A	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
N/A	OPENED
N/A	CLOSED
N/A	PENDING

Number of Days to Complete Intake and Investigations	
N/A	UP TO 90 DAYS
N/A	91 TO 180 DAYS
N/A	181 DAYS TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS
N/A	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
N/A	ISSUED
N/A	ISSUED WITH A FINE
N/A	WITHDRAWN
N/A	DISMISSED
N/A	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

ARBITRATION CERTIFICATION PROGRAM

Total Amount of Fines	
N/A	ASSESSED
N/A	REDUCED
N/A	COLLECTED

Criminal/Civil Actions	
N/A	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
N/A	CASES OPENED/INITIATED
N/A	CASES CLOSED
N/A	CASES PENDING

Number of Days to Complete AG Cases	
N/A	UP TO 1 YEAR
N/A	1 TO 2 YEARS
N/A	2 TO 3 YEARS
N/A	OVER 3 YEARS
N/A	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
N/A	STATEMENTS OF ISSUES FILED
N/A	ACCUSATIONS FILED
N/A	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
N/A	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
N/A	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
N/A	LICENSE APPLICATIONS DENIED
N/A	REVOCAION
N/A	SURRENDER OF LICENSE
N/A	PROBATION WITH SUSPENSION
N/A	SUSPENSION ONLY
N/A	PROBATION ONLY
N/A	PUBLIC REPRIMAND
N/A	OTHER DECISIONS
N/A	TOTAL

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
N/A	GRANTED
N/A	DENIED

Cost Recovery to DCA	
N/A	ORDERED
N/A	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
N/A	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
N/A	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
N/A	AVERAGE NUMBER OF DAYS



Licenses and regulates architects and protects consumers of architectural services, and the people who inhabit or use the structures that architects design.

www.cab.ca.gov

STAFF:

23.8 civil servant positions
1 exempt
0.1 temporary help

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

21,934

BOARD MEMBERSHIP:

5 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Laura Zuniga
laura.zuniga@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 5500–5610.7

California Code of Regulations, Division 2,
title 16, §§ 100–160

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Title 16, California Code of Regulations, Division 2, section 121, reciprocity applicants must hold a current and valid license in a qualifying jurisdiction, provide verification of eight years of combined education and work experience, meet the licensing requirements equivalent to those in California, and successfully complete the California Supplemental Examination (CSE). The Board has authority to grant eligibility for the CSE to candidates meeting the requirements based on three categories of reciprocity candidacy: (1) candidates licensed to practice in another U.S. jurisdiction (pre-1966); (2) candidates licensed in another U.S. jurisdiction (1966-present); and (3) candidates licensed to practice in a foreign country with National Council of Architectural Registration Boards (NCARB) certification.

The Board requires that, prior to licensure, new candidates complete a structured internship program developed by NCARB called the Architectural Experience Program (AXP). In order to be eligible for reciprocity, applicants must have either completed AXP or had three years of architectural practice as a licensed architect in another U.S. jurisdiction. There is a \$35 fee for the Board to review an application for eligibility to take the CSE and a \$100 fee to take the CSE.

ACCOMPLISHMENTS

Publications

The “Building Official Information Guide” was posted on the website in February; subsequent outreach resulted in approximately 100 hard-copy guides being distributed throughout the state. The purpose of the Guide is to aid building officials and others in understanding and enforcing the laws and regulations governing the practice of architecture in California.

The Board developed two informational bulletins to inform consumers and licensees about business naming requirements and legal and professional responsibilities of owners and architects associated in a design-build relationship.

In September, the new online “Architect Licensure Handbook” was published covering topics ranging from defining the requirements for licensure to clarifying post-licensure basics. The handbook serves as a resource for those who are interested in pursuing licensure and includes a valuable tool, a step-by-step checklist.

Social Media

In July, the Board successfully launched LinkedIn and acquired more than 200 followers.

The Board’s Communications Committee collaborated with the Department of Consumer Affairs’ Office of Public Affairs to develop a plan to enhance and improve communications with all stakeholders.

Outreach

The Board revised its outreach posters targeting veterans and community college students to include electronic versions. This is significant because the electronic medium will enable colleges and veterans service providers to reach students and clients virtually during the COVID pandemic when many are accessing services and attending school remotely.

Business Modernization

Collaborated with DCA’s SOLID and Office of Information Services to complete the Functional Requirements document for the Business Modernization Plan, and previewed vendor demonstrations. Efforts continue toward identifying new licensing and enforcement technology that will provide enhanced functionality.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION FOR ELIGIBILITY EVALUATION	\$100	\$100
APPLICATION FOR LICENSURE	\$150 - 300	\$400
APPLICATION FOR RELICENSURE	\$100	\$100
APPLICATION FOR RETIRED LICENSE	\$300	\$400
RECIPROCITY APPLICATION	\$35	\$100
CALIFORNIA SUPPLEMENTAL EXAMINATION APPLICATION	\$100	\$100
ARCHITECT LICENSE RENEWAL APPLICATION	\$300	\$400
DELINQUENT RENEWAL	\$100	\$200

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ARCHITECT	678	699	12,994
TOTAL	678	699	12,994

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ARCHITECT	0	21,934	0
TOTAL	0	21,934	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
DISABLED ACCESS REQUIREMENTS	BIENNIAL	5

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
ARE 5.0			
CONSTRUCTION AND EVALUATION	382	246	628
PRACTICE MANAGEMENT	529	651	1,180
PROGRAMMING AND ANALYSIS	362	474	836
PROJECT DEVELOPMENT AND DOCUMENTATION	418	506	924
PROJECT MANAGEMENT	479	407	886
PROJECT PLANNING AND DESIGN	412	728	1,140
CALIFORNIA SUPPLEMENTAL EXAMINATION			
CSE	620	304	924

Summary of Enforcement Activity

Consumer Complaints—Intake	
441	RECEIVED
12	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
428	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
428	OPENED
428	CLOSED
153	PENDING

Number of Days to Complete Intake and Investigations	
250	UP TO 90 DAYS
78	91 TO 180 DAYS
60	181 DAYS TO 1 YEAR
22	1 TO 2 YEARS
15	2 TO 3 YEARS
3	OVER 3 YEARS
132	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
84	ISSUED
84	ISSUED WITH A FINE
1	WITHDRAWN
4	DISMISSED
230	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$128,253	ASSESSED
\$2,750	REDUCED
\$74,672	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
1	CASES OPENED/INITIATED
3	CASES CLOSED
5	CASES PENDING

Number of Days to Complete AG Cases	
3	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
945	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
3	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
0	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS
3	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$27,064.50	ORDERED
\$4,800	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
132	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
203	AVERAGE NUMBER OF DAYS



Licenses and regulates boxing, kickboxing, and mixed martial arts by licensing all participants and supervising the events. Also administers the Professional Boxer’s Pension Fund.

www.dca.ca.gov/csac

STAFF:

7.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

2,338

BOARD MEMBERSHIP:

6 public representatives
1 physician representative

COMMISSION STAFF:

Executive Officer: Andy Foster
andy.foster@dca.ca.gov

Assistant Executive Officer: Sophia Cornejo
sophia.cornejo@dca.ca.gov

LAWS AND REGULATIONS:

Business and Profession Code §§18600–18887;

California Code of Regulations, Division 2, title 4, §§ 201–829

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Commission Highlights

RECIPROCITY

Applicants licensed in another state must meet or exceed the Commission’s licensing requirements because no national governing body exists. However, medical examinations from other states by a licensed physician may be accepted if they are completed to the Commission’s standards and requirements.

ACCOMPLISHMENTS

Outreach and Training

The Commission held a Stakeholder Summit to discuss gender equity, drug testing thresholds, and taking a common-sense approach to anti-doping in combat sports.

The Commission established a Harassment Prevention Policy for Licensees that includes sexual harassment prevention and a zero-tolerance policy.

The Commission worked closely with DCA to create a YouTube video giving viewers a behind-the-scenes look at fighter safety during an event.

With COVID-19, in March 2020 the Commission began holding Officials training via live video conferencing. The Commission recognized record high attendance during the 28 training sessions held from March–June 2020.

Awards

The Commission’s Executive Officer was given the 2019 Yahoo Sports Man of the Year in Boxing Award for being a leader in regulation and ensuring fights are fair while prioritizing fighter safety.

NEW LEGISLATION

There was no enacted legislation solely related for the Commission in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
PROMOTER		
APPLICATION FEE	\$1,000.00	\$1,000.00
RENEWAL FEE (ANNUAL)	\$1,000.00	\$1,000.00
REFEREE/JUDGE		
APPLICATION FEE	\$150.00	\$150.00
RENEWAL FEE (ANNUAL)	\$150.00	\$150.00
TIMEKEEPER		
APPLICATION FEE	\$50.00	\$50.00
RENEWAL FEE (ANNUAL)	\$50.00	\$50.00
PROFESSIONAL ATHLETE		
APPLICATION FEE	\$60.00	\$60.00
RENEWAL FEE (ANNUAL)	\$60.00	\$60.00
MATCHMAKER		
APPLICATION FEE	\$200.00	\$200.00
RENEWAL FEE (ANNUAL)	\$200.00	\$200.00
SECOND		
APPLICATION FEE	\$50.00	\$50.00
MANAGER		
APPLICATION FEE	\$150.00	\$150.00
RENEWAL FEE (ANNUAL)	\$150.00	\$150.00
PROFESSIONAL TRAINER		
APPLICATION FEE	\$200.00	\$200.00
RENEWAL FEE (ANNUAL)	\$200.00	\$200.00
FEREAL ID CARDS		
APPLICATION FEE	\$20.00	\$20.00
RENEWAL FEE (EVERY 4 YEARS)	\$20.00	\$20.00
NATIONAL MMA ID CARDS		
APPLICATION FEE	\$20.00	\$20.00
RENEWAL FEE (EVERY 5 YEARS)	\$20.00	\$20.00
GATE FEE	5% OF GATE REVENUE	\$100,000.00
TELEVISION/ BROADCAST FEE	5% OF TV/ BROADCAST CONTRACT	\$35,000.00

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
MANAGER	93	15	78
MATCHMAKER	11	4	7
PROFESSIONAL ATHLETE	713	713	N/A
PROFESSIONAL TRAINER	32	14	18
PROMOTER	33	3	30

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REFEREE/JUDGE	130	24	106
SECOND	1,309	1,309	N/A
TIMEKEEPER	17	1	16
TOTAL	2,338	2,083	255

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
MANAGER	N/A	93	N/A
MATCHMAKER	N/A	11	N/A
PROFESSIONAL ATHLETE	N/A	713	N/A
PROFESSIONAL TRAINER	N/A	32	N/A
PROMOTER	N/A	33	N/A
REFEREE/JUDGE	N/A	130	N/A
SECOND	N/A	1,309	N/A
TIMEKEEPER	N/A	17	N/A
TOTAL	N/A	2,338	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PROMOTER	ANNUAL	N/A
REFEREE/ JUDGE	ANNUAL	N/A
TIMEKEEPER	ANNUAL	N/A
PROFESSIONAL ATHLETE	ANNUAL	N/A
MATCHMAKER	ANNUAL	N/A
SECOND	ANNUAL	N/A
MANAGER	ANNUAL	N/A
PROFESSIONAL TRAINER	ANNUAL	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity

Consumer Complaints—Intake	
6	RECEIVED
6	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

CALIFORNIA STATE ATHLETIC COMMISSION

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
0	OPENED
6	CLOSED
0	PENDING

Number of Days to Complete Intake and Investigations	
6	UP TO 90 DAYS
0	91 TO 180 DAYS
0	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
45	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
53	ISSUED
53	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
10	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$27,594	ASSESSED
\$0	REDUCED
\$19,394	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
1	TOTAL

Petition for Modification or Termination of Probation	
N/A	GRANTED
N/A	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
1	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
N/A	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
0	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS

CSAC's executive officer is authorized to temporarily suspend a license until final determination without referring the matter to the Attorney General's Office.

DEPARTMENT OF CONSUMER AFFAIRS



Bureau of Automotive Repair

Licenses and regulates the business operations of automotive repair dealers, Smog Check stations and technicians, and brake and lamp stations and adjusters. Administers the Smog Check and Consumer Assistance programs to reduce air pollution produced by motor vehicles.

www.bar.ca.gov

STAFF:

608.4 civil servant positions
2 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

70,891

BUREAU MEMBERSHIP:

14 BAR Advisory Group Members
9 Educational Advisory Group Members

BUREAU STAFF:

Chief: Patrick Dorais
patrick.dorais@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 9880–9889.68

Health and Safety Code §§ 4400–44127

California Code of Regulations, Division 33,
title 16, §§ 3300–3395.5

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Consumer Protection

The Bureau referred for prosecution by the Attorney General's Office 416 cases against licensees for violations of the Automotive Repair Act and/or Smog Check Program. The Bureau also mediated approximately 14,600 complaints, resulting in over \$4.7 million in restitution to consumers. This includes complaints filed with the Bureau's Auto Body Inspection Program, which offers consumers a no-cost inspection of a vehicle's collision repairs.

Vehicle Safety Recall Awareness

The Bureau partnered with CARFAX and the Alliance for Automotive Innovation to roll out a software update that provides open (i.e., not yet repaired) safety and emissions recall information on vehicles during their Smog Check. Recall details are printed on the vehicle inspection report provided to consumers after each Smog Check. The Bureau also partnered with the National Highway Traffic Safety Administration and 13 vehicle manufacturers to mail letters to nearly 1.3 million vehicle owners in California affected by Takata air bag recalls. The number of airbag recall repairs in California increased by 64%.

Emissions Reductions

The Bureau continued to implement innovative strategies and updates to achieve additional emissions reductions from the Smog Check Program. The annual Smog Check Performance Report released on July 1 illustrates continued improvement due to the performance-based STAR Program. The Bureau collected roadside emissions data from 7,001 vehicles to measure program performance and conducted 3,827 inspections of equipment to ensure consistent and accurate emissions testing of vehicles by licensed Smog Check stations. The Bureau also rejected 4,040 Smog Check certificates through data analysis that detects the use of a device being used in an attempt to fraudulently certify vehicles.

On November 1, the Bureau transitioned to a new contractor who helps maintain and operate the California Vehicle Inspection System (Cal-VIS), which supports roughly 11 million annual Smog Checks. The new contract reduced the Smog Check communication fee assessed to stations from \$1.08 per inspection to \$0.70 per inspection, a 35% reduction. Additionally, the Bureau incorporated Permanent Diagnostic Trouble Codes (PDTCs) as part of the Smog Check failure criteria for model-year 2010 and newer vehicles to better identify emission control systems needing repair.

Consumer Assistance Program

The Bureau retired 52,887 vehicles and provided financial assistance to repair 1,889 vehicles, resulting in an estimated 7,412 tons of reduced emissions. The Bureau’s Cars for Schools program provided 13 retired vehicles to public schools and regional occupation programs throughout the state to enhance hands-on training for students preparing for career opportunities in the automotive repair industry.

Program and Service Enhancements

In response to the COVID-19 pandemic, and to safeguard the health and safety of its employees, consumers, and licensees, the Bureau prioritized online resources and new protocols to maintain the safe delivery of programs and services. The Bureau promoted electronic authorization and documentation options to help licensees practice physical distancing in transactions with consumers. The Bureau also filed emergency regulations with the Office of Administrative Law to increase Smog Check repair assistance contributions to consumers impacted by the state of emergency in California.

NEW LEGISLATION

There was no enacted legislation solely related to the Bureau in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types. Refer to laws and regulations for details.

Fees**

License Type	Actual Fee	Statutory Limit
AUTOMOTIVE REPAIR DEALER		
APPLICATION FEE	\$200	\$200
RENEWAL FEE (ANNUAL)	\$200	\$200
SMOG CHECK STATION		
APPLICATION FEE	\$100	REASONABLE COST
RENEWAL FEE (ANNUAL)	\$100	REASONABLE COST
BRAKE AND/OR LAMP STATION		
APPLICATION FEE	\$10	\$10
RENEWAL FEE (ANNUAL)	\$5	\$5
SMOG CHECK INSPECTOR AND/OR REPAIR TECHNICIAN		
APPLICATION FEE	\$20	REASONABLE COST
EXAM FEE	\$45	REASONABLE COST
TOTAL INITIAL LICENSE FEES	\$65	N/A
RENEWAL FEE (BIENNIAL)	\$20	REASONABLE COST
BRAKE AND/OR LAMP ADJUSTER		
APPLICATION FEE	\$10	\$10
RENEWAL FEE (FOUR YEARS)	\$5	\$5

**Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AUTOMOTIVE REPAIR DEALER	3,099	2,784	32,001
SMOG CHECK TEST AND REPAIR STATION	373	380	4,360
SMOG CHECK TEST ONLY STATION	303	283	1,785
SMOG CHECK REPAIR ONLY STATION	10	6	36
BRAKE AND LAMP STATION	245	210	1,705
SMOG CHECK INSPECTOR	1,317	523	6,360
SMOG CHECK REPAIR TECHNICIAN	717	209	3,265
BRAKE AND LAMP ADJUSTER	1,527	247	1,280
STAR PROGRAM CERTIFICATION	711	375	N/A
TOTAL	8,302	5,017	50,792

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMOTIVE REPAIR DEALER	N/A	35,186	N/A
SMOG CHECK TEST AND REPAIR STATION	N/A	4,683	N/A
SMOG CHECK TEST ONLY STATION	N/A	1,987	N/A
SMOG CHECK REPAIR ONLY STATION	N/A	42	N/A
BRAKE AND LAMP STATION	N/A	1,835	N/A
SMOG CHECK INSPECTOR	N/A	13,883	N/A
SMOG CHECK REPAIR TECHNICIAN	N/A	7,059	N/A
BRAKE AND LAMP ADJUSTER	N/A	2,384	N/A
STAR PROGRAM CERTIFICATION	3,832	N/A	N/A
TOTAL	3,832	67,059	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
AUTOMOTIVE REPAIR DEALER	ANNUAL	0
SMOG CHECK TEST AND REPAIR STATION	ANNUAL	0
SMOG CHECK TEST ONLY STATION	ANNUAL	0
SMOG CHECK REPAIR ONLY STATION	ANNUAL	0
BRAKE AND LAMP STATION	ANNUAL	0
SMOG CHECK INSPECTOR	EVERY 2 YEARS	4 HOURS
SMOG CHECK REPAIR TECHNICIAN	EVERY 2 YEARS	16 HOURS
BRAKE AND LAMP ADJUSTER	EVERY 4 YEARS	0
STAR PROGRAM CERTIFICATION	0	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
SMOG CHECK INSPECTOR	556	792	1,348
SMOG CHECK REPAIR TECHNICIAN	108	129	237
BRAKE ADJUSTER (CLASS A, B, C)	154	299	453
LAMP ADJUSTER	127	425	552

Summary of Enforcement Activity

Consumer Complaints—Intake	
14,592	RECEIVED
41	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
14,567	REFERRED FOR INVESTIGATION
74	PENDING

Conviction/Arrest Notification Complaints	
N/A	RECEIVED
N/A	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
N/A	REFERRED FOR INVESTIGATION
N/A	PENDING

Inspections	
12,218	CONDUCTED
1,368	CITATIONS ISSUED

BUREAU OF AUTOMOTIVE REPAIR

Investigations	
14,567	OPENED
15,358	CLOSED
1,212	PENDING

Number of Days to Complete Intake and Investigations	
13,966	UP TO 90 DAYS
1,170	91 TO 180 DAYS
159	181 DAYS TO 1 YEAR
58	1 TO 2 YEARS
4	2 TO 3 YEARS
1	OVER 3 YEARS
47	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,368	ISSUED
234	ISSUED WITH A FINE
4	WITHDRAWN
8	DISMISSED
12	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$291,000	ASSESSED
\$8,900	REDUCED
\$482,075	COLLECTED

Criminal/Civil Actions	
70	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
416	CASES OPENED/INITIATED
533	CASES CLOSED
594	CASES PENDING

Number of Days to Complete AG Cases	
79	UP TO 1 YEAR
207	1 TO 2 YEARS
179	2 TO 3 YEARS
68	OVER 3 YEARS
721	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
41	STATEMENTS OF ISSUES FILED
249	ACCUSATIONS FILED
4	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
11	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
17	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
20	LICENSE APPLICATIONS DENIED
1,065	REVOCAION
0	SURRENDER OF LICENSE
133	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
367	PROBATION ONLY
0	PUBLIC REPRIMAND
26	OTHER DECISIONS
1,612	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
1	DENIED

Cost Recovery to DCA	
\$2,942,031.95	ORDERED
\$678,227.15	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$6,730.96	RESTITUTION ORDERED
\$2,904,391.37	AMOUNT REFUNDED
\$1,004,761.79	REWORK AT NO CHARGE
\$818,187.71	ADJUSTMENTS/RETURNS/EXCHANGES
\$4,734,071.83	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
47	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
540	AVERAGE NUMBER OF DAYS



Licenses and regulates barbers, cosmetologists, manicurists, estheticians, and electrologists, and the establishments where they work. Ensures the health and safety of California consumers by promoting ethical standards and enforcing beauty industry laws.

www.barbercosmo.ca.gov

STAFF:

82.1 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

620,227

BOARD MEMBERSHIP:

5 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Kristy Underwood
kristy.underwood@dca.ca.gov

Assistant Executive Officer: Carrie Harris
carrie.harris@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7301–7426.5

California Code of Regulations, Division 9,
title 16, §§ 901–999

SUNSET REVIEW:

Last review: 2015 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code sections 7331, the Board grants a license to practice to an applicant if the applicant submits all of the following to the Board:

A completed application form and all fees required by the Board.

Proof of a current license issued by another state to practice that meets all of the following requirements:

- It is not revoked, suspended, or otherwise restricted.
- It is in good standing.
- It has been active for three of the last five years, during which time the applicant has not been subject to disciplinary action or a conviction.

ACCOMPLISHMENTS

Website Update

The Board collaborated with DCA's Office of Publications, Design and Editing to launch a new user-friendly website in June 2020. The Board anticipates that the updated website will increase licensee and consumer satisfaction as key items are now clearly accessible (how to file a complaint, license search, online license services, frequently asked questions, etc.).

Health and Safety

The Board's Health and Safety Course, which is required to be taught in Board-approved schools, was updated and is available in English, Korean, Spanish, and Vietnamese. Subjects in the course include safely using chemicals, protection from hazardous chemicals, communicable diseases, workers' rights and responsibilities, and physical and sexual abuse awareness.

Language Access

The Board continues to provide meaningful language access to licensees and the public. The Board produces all informational bulletins, brochures, and other written materials in English, Korean, Spanish, and Vietnamese. Selected documents are also translated into additional languages such as Arabic, Chinese, and Farsi. In addition, live telephone translators are used by staff in Sacramento and inspectors in the field to communicate with limited-English licensees and the public.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
BARBER/COSMOTOLOGIST/ELECTROLOGIST		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$50	\$50
TOTAL INITIAL LICENSE FEES	\$134	N/A
LICENSE RENEWAL FEE	\$50	\$50
ESTHETICIAN		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$40	\$40
TOTAL INITIAL LICENSE FEES	\$124	N/A
LICENSE RENEWAL FEE	\$50	\$50
MANICURIST		
PRE-APPLICATION FEE	\$9	ESTABLISHED BY BOARD
APPLICATION AND EXAMINATION FEE	\$75	ACTUAL COST TO BOARD
INITIAL LICENSURE FEE	\$35	\$35
TOTAL INITIAL LICENSE FEES	\$119	N/A
LICENSE RENEWAL FEE	\$50	\$50

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
BARBER	4,962	1,704	12,500
BARBER APPRENTICE	943	828	0
COSMETOLOGIST	11,184	4,845	126,824
COSMETOLOGY APPRENTICE	761	652	0
ELECTROLOGIST	62	31	569
ELECTROLOGY APPRENTICE	0	0	0
ESTABLISHMENT	7,738	7,014	18,989
ESTHETICIAN	7,628	4,220	34,855
MANICURIST	7,755	3,676	48,346
MOBILE UNIT	14	5	10
SCHOOLS	19	16	0
SPONSOR	5	4	0
TOTAL	41,071	22,995	242,093

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
BARBER	0	32,433	0
BARBER APPRENTICE	0	1,614	0
COSMETOLOGIST	0	309,470	0
COSMETOLOGY APPRENTICE	0	1,313	0
ELECTROLOGIST	0	1,645	0
ELECTROLOGY APPRENTICE	0	0	0
ESTABLISHMENT	0	53,747	0
ESTHETICIAN	0	90,711	0
MANICURIST	0	128,899	0
MOBILE UNIT	0	48	0
SCHOOLS	0	299	0
SPONSOR	0	48	0
TOTAL	0	620,227	0

Summary of Enforcement Activity

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
BARBER	EVERY 2 YEARS	0
BARBER APPRENTICE	NO RENEWAL	0
COSMETOLOGIST	EVERY 2 YEARS	0
COSMETOLOGIST APPRENTICE	NO RENEWAL	0
ELECTROLOGIST	EVERY 2 YEARS	0
ELECTROLOGIST APPRENTICE	NO RENEWAL	0
ESTABLISHMENT	EVERY 2 YEARS	0
ESTHETICIAN	EVERY 2 YEARS	0
MANICURIST	EVERY 2 YEARS	0
MOBILE UNIT	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
BARBER PRACTICAL	2,110	1,076	3,186
BARBER WRITTEN EXAM	2,286	2,367	4,653
COSMETOLOGIST PRACTICAL	5,122	1,834	6,956
COSMETOLOGIST WRITTEN EXAM	5,507	3,817	9,324
ELECTROLOGIST PRACTICAL	42	16	58
ELECTROLOGIST WRITTEN EXAM	31	14	45
ESTHETICIAN PRACTICAL	4,701	476	5,177
ESTHETICIAN WRITTEN EXAM	4,541	1,415	5,956
MANICURING PRACTICAL	4,092	1,798	5,890
MANICURING WRITTEN EXAM	4,278	1,638	5,916
TOTAL	32,710	14,451	47,161

Consumer Complaints—Intake	
6,343	RECEIVED
22	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
6,280	REFERRED FOR INVESTIGATION
150	PENDING

Conviction/Arrest Notification Complaints	
9	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
9	REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
6,368	CONDUCTED
4,807	CITATIONS ISSUED

Investigations	
6,289	OPENED
5,567	CLOSED
1,722	PENDING

Number of Days to Complete Intake and Investigations	
4,154	UP TO 90 DAYS
759	91 TO 180 DAYS
517	181 DAYS TO 1 YEAR
128	1 TO 2 YEARS
6	2 TO 3 YEARS
3	OVER 3 YEARS
134	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
10,130	ISSUED
9,639	ISSUED WITH A FINE
2	WITHDRAWN
14	DISMISSED
16	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

BOARD OF BARBERING AND COSMETOLOGY

Total Amount of Fines	
\$4,085,975	ASSESSED
\$527,875	REDUCED
\$3,619,971	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
73	CASES OPENED/INITIATED
81	CASES CLOSED
71	CASES PENDING

Number of Days to Complete AG Cases	
13	UP TO 1 YEAR
52	1 TO 2 YEARS
12	2 TO 3 YEARS
4	OVER 3 YEARS
563	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
3	STATEMENTS OF ISSUES FILED
71	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
4	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
26	REVOCAION
16	SURRENDER OF LICENSE
46	PROBATION WITH SUSPENSION
1	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
89	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
4	DENIED

Cost Recovery to DCA	
\$91,295.25	ORDERED
\$55,327.19	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
6	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
73	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
316	AVERAGE NUMBER OF DAYS



Board of Behavioral Sciences

Licenses and regulates marriage and family therapists and associates, clinical social workers and associates, educational psychologists, and professional clinical counselors and associates.

www.bbs.ca.gov

STAFF:

61.7 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

120,680

BOARD MEMBERSHIP:

7 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Kim Madsen
kim.madsen@dca.ca.gov

Assistant Executive Officer: Steve Sodergren
steve.sodergren@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 4980–4999.129;

California Code of Regulations, Division 18, title 16, §§ 1800–1889.3.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

License Portability

Effective January 1, 2020, the Board of Behavioral Sciences (Board) implemented Senate Bill 679 (Bates, Chapter 380, Statutes of 2019)—License Portability. This innovative approach provides a streamlined application process for out-of-state Licensed Marriage and Family Therapists, Licensed Clinical Social Workers, and Licensed Professional Clinical Counselors to become licensed in California. Improving license portability is a topic on both the national and state level. The Board represents two of the largest populations of mental health professionals in the nation and is proud to be a leader in efforts to improve license portability.

Occupational Analysis and Examinations

With the assistance of DCA's Office of Professional Examination Services, the Board conducted an occupational analysis of Licensed Marriage and Family Therapist (LMFT) practice in California. The results provide a comprehensive description of current practice in California. This will help ensure that the LMFT examination program continues to accurately reflect current LMFT practice.

The Board selected Pearson Vue to administer all Board-developed licensure examinations. Pearson Vue currently administers the Association of Social Work Board and National Board of Certified Counselor national clinical licensure examinations, which are used by the Board for licensure in California. In addition to test sites throughout the United States, Pearson Vue can provide Board licensure examinations at U.S. military sites.

COVID-19

The Board successfully transitioned to a remote work force in response to the COVID-19 pandemic. The transition created opportunities to improve Board services to the public, such as utilizing technology to provide options to submit required licensure documentation electronically; and initiating virtual meetings for all Board and Committee meetings. The Board also sought opportunities to support its licensees and registrants by obtaining waivers related to renewal and examination requirements without compromising public protection.

Sunset Review

In preparation for its sunset review, the Board submitted its Sunset Review Report to the legislature (available at <https://bbs.ca.gov>). A joint hearing before the Senate Business, Professions, and Economic Development and Assembly Business and Professions Committees will be held in November 2020.

NEW LEGISLATION

AB 3330 (Calderon, Chapter 359, Statutes of 2020) Department of Consumer Affairs: Boards: Licensees: Regulatory Fees. This bill increases several licensing and regulatory fees for the Board of Behavioral Sciences and other boards.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
ASSOCIATE MARRIAGE AND FAMILY THERAPIST		
APPLICATION FEE	\$75	\$75
RENEWAL FEE (ANNUAL)	\$75	\$75
CA LAW & ETHICS EXAM FEE	\$100	\$100
ASSOCIATE SOCIAL WORKER		
APPLICATION FEE	\$75	\$75
RENEWAL FEE (ANNUAL)	\$75	\$75
CA LAW & ETHICS EXAM FEE	\$100	\$100
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR		
APPLICATION FEE	\$100	\$150
RENEWAL FEE (ANNUAL)	\$100	\$150
CA LAW & ETHICS EXAM FEE	\$100	\$100
LICENSED MARRIAGE AND FAMILY THERAPIST		
APPLICATION FEE	\$100	\$100
CLINICAL EXAM FEE	\$100	\$100
INITIAL LICENSE FEE	\$130	\$180
RENEWAL FEE (BI-ANNUAL)	\$130	\$180

License Type	Actual Fee	Statutory Limit
LICENSED CLINICAL SOCIAL WORKER		
APPLICATION FEE	\$100	\$100
CLINICAL EXAM FEE (NATIONAL EXAM)	N/A	N/A
INITIAL LICENSE FEE	\$100	\$155
RENEWAL FEE (BI-ANNUAL)	\$100	\$155
LICENSED PROFESSIONAL CLINICAL COUNSELOR		
APPLICATION FEE	\$180	\$250
CLINICAL EXAM FEE (NATIONAL EXAM)	N/A	N/A
INITIAL LICENSE FEE	\$200	\$250
RENEWAL FEE (BI-ANNUAL)	\$100	\$175
LICENSED EDUCATIONAL PSYCHOLOGIST		
APPLICATION FEE	\$100	\$100
CLINICAL EXAM FEE	\$100	\$100
INITIAL LICENSE FEE	\$80	\$150
RENEWAL FEE (BI-ANNUAL)	\$80	\$150

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ASSOCIATE CLINICAL SOCIAL WORKER	3,417	3,082	10,450
ASSOCIATE MARRIAGE AND FAMILY THERAPIST	2,837	2,705	10,673
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	1,276	1,095	2,360
LICENSED CLINICAL SOCIAL WORKER	1,910	1,831	12,746
LICENSED EDUCATIONAL PSYCHOLOGIST	103	104	816
LICENSED MARRIAGE AND FAMILY THERAPIST	2,337	2,330	20,190
LICENSED PROFESSIONAL CLINICAL COUNSELOR	344	331	984
TOTAL	12,224	11,478	58,219

Summary of Enforcement Activity

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ASSOCIATE CLINICAL SOCIAL WORKER	0	16,580	0
ASSOCIATE MARRIAGE & FAMILY THERAPIST	0	15,851	0
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	0	4,915	0
LICENSED CLINICAL SOCIAL WORKER	0	31,047	0
LICENSED EDUCATIONAL PSYCHOLOGIST	0	2,083	0
LICENSED MARRIAGE AND FAMILY THERAPIST	0	47,918	0
LICENSED PROFESSIONAL CLINICAL COUNSELOR	0	2,286	0
TOTAL	0	120,680	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
ASSOCIATE MARRIAGE & FAMILY THERAPIST	EVERY YEAR	N/A
ASSOCIATE CLINICAL SOCIAL WORKER	EVERY YEAR	N/A
ASSOCIATE PROFESSIONAL CLINICAL COUNSELOR	EVERY YEAR	N/A
LICENSED MARRIAGE & FAMILY THERAPIST	BI-ANNUAL	36 HOURS
LICENSED CLINICAL SOCIAL WORKER	BI-ANNUAL	36 HOURS
LICENSED PROFESSIONAL CLINICAL COUNSELOR	BI-ANNUAL	36 HOURS
LICENSED EDUCATIONAL PSYCHOLOGIST	BI-ANNUAL	36 HOURS

Exams Results*			
EXAM TITLE	PASS	FAIL	TOTAL
LMFT CALIFORNIA LAW & ETHICS EXAMINATION	2,717	834	3,551
LCSW CALIFORNIA LAW & ETHICS EXAMINATION	2,741	868	3,609
LPCC CALIFORNIA LAW & ETHICS EXAMINATION	772	371	1,143
LMFT CLINICAL EXAMINATION	2,541	1,144	3,685
LCSW ASWB CLINICAL EXAMINATION	1,694	1,209	2,903
LPCC NCMHCE EXAMINATION	245	117	362
LEP STANDARD WRITTEN EXAMINATION	116	68	184

*Data includes first time exam attempts and retake exam attempts.

Consumer Complaints—Intake	
1,841	RECEIVED
543	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,307	REFERRED FOR INVESTIGATION
62	PENDING

Conviction/Arrest Notification Complaints	
1,082	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,104	REFERRED FOR INVESTIGATION
12	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
2,411	OPENED
2,611	CLOSED
74	PENDING

Number of Days to Complete Intake and Investigations	
2,250	UP TO 90 DAYS
250	91 TO 180 DAYS
81	181 DAYS TO 1 YEAR
26	1 TO 2 YEARS
4	2 TO 3 YEARS
0	OVER 3 YEARS
49	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
243	ISSUED
243	ISSUED WITH A FINE
6	WITHDRAWN
11	DISMISSED
116	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$97,600	ASSESSED
\$22,050	REDUCED
\$89,993	COLLECTED

BOARD OF BEHAVIORAL SCIENCES

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
136	CASES OPENED/INITIATED
127	CASES CLOSED
115	CASES PENDING

Number of Days to Complete AG Cases	
26	UP TO 1 YEAR
66	1 TO 2 YEARS
24	2 TO 3 YEARS
11	OVER 3 YEARS
530	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
27	STATEMENTS OF ISSUES FILED
101	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
4	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
32	REVOCAION
24	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
3	SUSPENSION ONLY
61	PROBATION ONLY
1	PUBLIC REPRIMAND
67	OTHER DECISIONS
189	TOTAL

Petition for Modification or Termination of Probation	
10	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
1	GRANTED
0	DENIED

Cost Recovery to DCA	
\$312,443	ORDERED
\$160,838	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
6	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
45	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
353	AVERAGE NUMBER OF DAYS



BUREAU OF CANNABIS CONTROL

CALIFORNIA

Licenses and regulates commercial cannabis retailers, distributors, microbusinesses, testing laboratories, and temporary cannabis events.

www.bcc.ca.gov

STAFF:

321 civil servant positions
5 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

2,470

ADVISORY COMMITTEE MEMBERSHIP:

17 public representatives
4 licensees

BUREAU STAFF:

Chief: Lori Ajax
lori.ajax@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 26000–26250;

Health and Safety Code §§ 11357–11362.9;
§§ 11362.7–11362.85;

Revenue and Taxation Code §§ 34010–34021.5;

California Code of Regulations,
title 16, §§ 5000–5905

SUNSET REVIEW:

Last review: N/A Next review: N/A

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Licensing

In the 2019-20 fiscal year, the Bureau of Cannabis Control (Bureau) continued to issue provisional and annual licenses to commercial cannabis retailers, distributors, microbusinesses, testing laboratories, temporary cannabis event organizers, and temporary cannabis events. As of June 30, 2020, the Bureau had approximately 2,470 active licenses.

Throughout the COVID-19 pandemic, commercial cannabis businesses have been deemed “essential” and have therefore continued to operate under strict health and safety guidelines. The Bureau has taken numerous steps to aid licensees and consumers during this time, including issuing regulatory relief under California Code of Regulations, title 16, section 5038, which has resulted in temporarily waiving requirements related to the signature requirement for retail deliveries; temporarily allowing contactless curbside pickup; and providing disaster-relief resources and fee deferrals for affected licensees.

Enforcement

In its continuing effort to combat the state’s illegal cannabis market, the Bureau’s Enforcement unit conducted 67 search warrants on unlicensed cannabis businesses throughout the state. These search warrants resulted in the seizure of 45,000 pounds of untested and unregulated cannabis products and 40 illegal firearms. Additionally, the Bureau sent hundreds of letters notifying landlords that their property was suspected of being used for illegal cannabis activity, and that they may be held personally liable for allowing illegal cannabis activity to occur on their property.

Cannabis Initiative

The Bureau participated in the ongoing Cannabis Initiative, a collaborative partnership comprised of the Governor’s Office, the California Health and Human Services Agency’s Office of Innovation (OI), the California Department of Technology (CDT), and all three cannabis licensing authorities. The goal of the Cannabis Initiative is to work collectively to improve the overall experience for both employees and licensees; in furtherance of this goal, the Cannabis Initiative engaged with staff and licensees to get input on ideas to streamline cannabis licensing and enforcement processes. The Cannabis Initiative led to the development of a unified license search for all three cannabis licensing authorities.

Consumer Protection

In mid-2019, a public health crisis involving lung injuries from untested vape cartridges emerged from the illegal cannabis market. In response, the Bureau issued emergency regulations that require commercial cannabis businesses to post their unique Quick Response Code (QR Code) certificate in storefront windows and have their employees carry it while transporting or delivering cannabis. These new regulations were designed to ensure public health and safety, while supporting the legal cannabis market. In particular, the new regulations help customers identify licensed commercial cannabis retailers that carry products, such as vape cartridges, that are routinely tested, and assist law enforcement with identifying authorized commercial cannabis activities.

Cannabis Equity Grants

In October 2019, the Bureau, as authorized by the California Cannabis Equity Act of 2018, awarded a total of \$10 million in equity grant funding to 10 local jurisdictions to be used for commercial cannabis equity programs that focus on inclusion and support of persons or communities that were negatively or disproportionately impacted by cannabis criminalization. Additionally, the Bureau and the Governor’s Office of Business and Economic Development (GO-Biz) were each appropriated \$15 million in equity grant funding. As allowed by the Equity Act and subsequent legislation, the Bureau entered into an interagency agreement with GO-Biz to administer the process for its \$15 million in grant funding. In April 2020, GO-Biz awarded \$30 million in grant funding on behalf of GO-Biz and the Bureau. These grant funds help provide assistance and services to local equity applicants and licensees.

Outreach

The Bureau continued significant public outreach activities by:

- Increasing its social media presence, which allows it to reach a broader section of the public. This presence includes approximately 29,000 Instagram followers, 11,000 Facebook followers, and 3,900 Twitter followers—a notable increase from last year.
- Regularly updating its “Your Questions Answered” page, where the public can view over 130 answers to the most commonly-asked questions in a searchable format.
- Continuing to release weekly reports, which provide public access to information on recently issued licenses, denied applications, and cannabis batch testing results.
- Developing fact sheets and other informational materials.
- Participating in a wide variety of meetings, conferences, and outreach events throughout the state.

Further, the Bureau provided staff support to the Cannabis Advisory Committee (CAC), which held two meetings and one subcommittee meeting. The meetings were held throughout

the state and attended by hundreds of stakeholders and members of the public. The CAC published its 2019 Annual Report, which provided an overview of the subcommittees that met in 2019, the recommendations put forth by those subcommittees, and the recommendations adopted by the CAC over the course of the year.

NEW LEGISLATION

AB 82 (Budget Committee, Chapter 14, Statutes of 2020) provides peace officer authority to the Chief of Enforcement at the Bureau and all its investigative staff identified by the Director of the Department of Consumer Affairs, as specified. This bill authorizes the Bureau to employ peace officers and exempts the Bureau from the associated feasibility study requirements mandated by law. The bill also allows non-peace officers to perform investigative services for the Bureau. This bill contained an urgency clause and took effect upon being signed into law.

AB 102 (Budget Committee, Chapter 21, Statutes of 2020) requires state cannabis licensing authorities to share specified licensee information with the California Secure Choice Retirement Savings Investment Board and changes the name of this entity to the CalSavers Retirement Savings Board. This urgency trailer bill also makes various technical and clarifying changes to the CalSavers Retirement Savings Program.

AB 1458 (Quirk, Chapter 269, Statutes of 2020) allows the 10 milligrams per serving cap on THC in edible cannabis products to deviate by plus or minus 12% until January 1, 2022, after which the variance returns to the current 10%.

AB 1525 (Jones-Sawyer, Chapter 270, Statutes of 2020) authorizes cannabis licensing authorities and other specified entities, upon written request and waiver by a licensee, to share application, licensee, and track and trace information with financial institutions. This bill also allows a licensee to rescind their waiver, thereby requiring the licensing authority or other specified entity to cease sharing information about the licensee with their designated financial institution. Lastly, this bill establishes safe harbor provisions for public accountants, financial institutions, and armored car businesses that service cannabis licensees.

AB 1872 (Budget Committee, Chapter 93, Statutes of 2020) prohibits markups to the cannabis excise tax until July 1, 2021, and establishes temporary parameters that limit inflation-related adjustments to the cultivation tax through January 1, 2023, as specified. This urgency trailer bill also modifies the existing residency requirement applicable to all members of the Cannabis Control Appeals Panel so that it only applies to the members appointed by the governor. Lastly, this bill clarifies that local jurisdictions are ineligible for grants issued by the Board of State and Community Corrections, pursuant to Revenue and Taxation Code section

34019, if they ban both indoor and outdoor commercial cannabis cultivation or retail sales, rather than cultivation or retail sales.

SB 67 (McGuire, Chapter 298, Statutes of 2020) expands the appellation of origin program to also include a city or both a city and county. This urgency bill also prohibits an appellation of origin from being approved unless it requires the practice of planting in the canopy area and excludes the practice of using structures and any artificial light in the canopy area.

SB 1244 (Bradford, Chapter 309, Statutes of 2020) authorizes testing laboratories licensed by the Bureau to test cannabis goods on behalf of law enforcement, prosecutors, and regulatory agencies. This bill also specifies that laboratory testing performed for law enforcement, prosecutors, and regulatory agencies is not considered commercial cannabis activity and shall not be arranged or overseen by the Bureau.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
TESTING LABORATORY—TYPE 8	\$3,000–\$112,000	N/A
DISTRIBUTOR—TYPE 11 & TYPE 13	\$1,500–\$240,000	N/A
DISTRIBUTOR, TRANSPORT ONLY SELF-DISTRIBUTION—TYPE 13	\$200–\$1000	N/A
RETAILER—TYPE 9 & TYPE 10	\$2,500–\$96,000	N/A
MICROBUSINESS—TYPE 12	\$5,000–\$300,000	N/A
CANNABIS EVENT ORGANIZER	\$3,000–\$20,000	N/A
APPLICATION FEE FOR ALL ANNUAL LICENSES	\$1,000	N/A
APPLICATION FEE FOR CANNABIS EVENT ORGANIZER LICENSE	\$1,000	N/A
APPLICATION FEE FOR TEMPORARY CANNABIS EVENT LICENSE	\$1,000	N/A
PHYSICAL MODIFICATION OF PREMISES FEE	\$500	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED*	ISSUED	RENEWED
CANNABIS—DISTRIBUTOR	294	0	506
CANNABIS—DISTRIBUTOR TRANSPORT ONLY	135	0	43
CANNABIS—EVENT ORGANIZER	33	0	16
CANNABIS—MICROBUSINESS	129	0	111
CANNABIS—RETAILER	186	0	345
CANNABIS—RETAILER NONSTOREFRONT	248	0	123
CANNABIS—TESTING LABORATORY	30	0	14
CANNABIS—DISTRIBUTOR [ANNUAL LICENSE]	0	6	0
CANNABIS—DISTRIBUTOR TRANSPORT ONLY [ANNUAL LICENSE]	0	7	0
CANNABIS—EVENT ORGANIZER [ANNUAL LICENSE]	0	17	0
CANNABIS—MICROBUSINESS [ANNUAL LICENSE]	0	0	0
CANNABIS—RETAILER [ANNUAL LICENSE]	0	13	0
CANNABIS—RETAILER NONSTOREFRONT [ANNUAL LICENSE]	0	10	0
CANNABIS—TESTING LABORATORY [ANNUAL LICENSE]	0	0	0
CANNABIS—TEMPORARY EVENT	21	13	0
CANNABIS—DISTRIBUTOR [PROVISIONAL LICENSE]	0	642	0
CANNABIS—DISTRIBUTOR TRANSPORT ONLY [PROVISIONAL LICENSE]	0	113	0
CANNABIS—EVENT ORGANIZER [PROVISIONAL LICENSE]	0	54	0
CANNABIS—MICROBUSINESS [PROVISIONAL LICENSE]	0	192	0
CANNABIS—RETAILER [PROVISIONAL LICENSE]	0	387	0
CANNABIS—RETAILER NONSTOREFRONT [PROVISIONAL LICENSE]	0	208	0
CANNABIS—TESTING LABORATORY [PROVISIONAL LICENSE]	0	22	0
TOTAL	1,076	1,684	1,158

NOTE: “Applications Received” includes both annual and provisional license types.

BUREAU OF CANNABIS CONTROL CALIFORNIA

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CANNABIS-DISTRIBUTOR	0	0	0
CANNABIS-DISTRIBUTOR TRANSPORT ONLY	0	0	0
CANNABIS-EVENT ORGANIZER	0	0	0
CANNABIS-MICROBUSINESS	0	0	0
CANNABIS-RETAILER	0	0	0
CANNABIS-RETAILER NONSTOREFRONT	0	0	0
CANNABIS-TESTING LABORATORY	0	0	0
CANNABIS-DISTRIBUTOR [ANNUAL LICENSE]	0	8	0
CANNABIS-DISTRIBUTOR TRANSPORT ONLY [ANNUAL LICENSE]	0	6	0
CANNABIS-EVENT ORGANIZER [ANNUAL LICENSE]	0	23	0
CANNABIS- MICROBUSINESS [ANNUAL LICENSE]	0	0	0
CANNABIS - RETAILER [ANNUAL LICENSE]	0	26	0
CANNABIS-RETAILER NONSTOREFRONT [ANNUAL LICENSE]	0	10	0
CANNABIS-TESTING LABORATORY [ANNUAL LICENSE]	0	0	0
CANNABIS-TEMPORARY EVENT	0		0
CANNABIS-DISTRIBUTOR [PROVISIONAL LICENSE]	0	971	0
CANNABIS-DISTRIBUTOR TRANSPORT ONLY [PROVISIONAL LICENSE]	0	141	0
CANNABIS-EVENT ORGANIZER [PROVISIONAL LICENSE]	0	54	0
CANNABIS- MICROBUSINESS [PROVISIONAL LICENSE]	0	260	0
CANNABIS-RETAILER [PROVISIONAL LICENSE]	0	651	0
CANNABIS-RETAILER NONSTOREFRONT [PROVISIONAL LICENSE]	0	286	0
CANNABIS-TESTING LABORATORY [PROVISIONAL LICENSE]	0	34	0
TOTAL	0	2,470	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
N/A	N/A	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A	N/A	N/A	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
4,224	RECEIVED
1,635	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,545	REFERRED FOR INVESTIGATION
29	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
153	CONDUCTED
0	CITATIONS ISSUED

Investigations	
2,661	OPENED
2,882	CLOSED
497	PENDING

Number of Days to Complete Intake and Investigations	
2,120	UP TO 90 DAYS
237	91 TO 180 DAYS
85	181 DAYS TO 1 YEAR
429	1 TO 2 YEARS
11	2 TO 3 YEARS
0	OVER 3 YEARS
90	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
22	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
524	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
546	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
9	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
85	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS



C E M E T E R Y & F U N E R A L
B U R E A U

Licenses and regulates funeral establishments and funeral directors; embalmers and apprentices; cemetery brokers, salespersons, and managers; cremated remains disposers, crematories, and crematory managers; and privately owned cemeteries in California.

www.cfb.ca.gov

STAFF:

25.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

13,093

ADVISORY COMMITTEE:

3 public representatives
4 licensees

BUREAU STAFF:

Bureau Chief: Gina Sanchez
gina.sanchez@dca.ca.gov

Deputy Bureau Chief: Sandra Patterson
sandra.patterson@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7600-7746;

California Code of Regulations, Division 12, title 16, §§ 1200-1291;

California Code of Regulations, Division 23, title 16, §§ 2300-2390;

Health and Safety Code §§ 7000-9677;

Health and Safety Code §§ 102100-103800;

Government Code §§ 27460-27530;

Welfare and Institutions Code §§ 11150-11160, §§ 12150-12156, §§ 17400-17410.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Oversight of Consumer Funds

As part of its fiduciary responsibilities, CFB auditors conduct desk reviews and onsite examinations of cemetery and funeral establishment trust funds, which are funded with consumer monies. For cemeteries, these funds provide for the maintenance and care of the property whereas funeral establishments use these funds to fulfill the final wishes of consumers who pay in advance.

Audit staff identify the mismanaging or misappropriating of consumer funds and work with the licensee to gain compliance. CFB conducted over 290 desk reviews remediating over a million dollars in mismanaged or untrusted funds.

Consumer Protection

In accordance with its mission of consumer protection, CFB has established key performance measures related to complaint processing, licensing, and enforcement. One such measure is the average amount of time it takes to complete an investigation that does not result in formal discipline, which is expected not to exceed 120 days. Even with an increase in investigations performed, CFB was consistently below this target time frame each month.

CFB also continued its mission by exceeding the total number of mandated inspections of licensee operations, despite the shutdown of many cities.

Outreach

Prior to March 2020, the Bureau chief and CFB staff participated in multiple "Senior Scam Stopper" events to encourage consumers to protect and educate themselves when purchasing preneed or at-need cemetery or funeral goods and services for either themselves or a loved one.

The Bureau chief presented at the annual meeting of the Cemetery and Mortuary Association of California providing updates to licensees and industry representatives on CFB activities. On a national regulatory level, the Bureau chief attended the annual meetings of the International Conference of Funeral Service Examining Boards and the Death Care Regulators Association for which she currently serves on the Executive Committee.

Business Modernization Project

To continue its goal in modernizing how it does business, CFB now offers paperless renewals. This has streamlined licensee interaction with a high of 62% online renewal rate in one month and over 3,600 annual renewals processed online.

Additionally, in collaboration with DCA's Organization Improvement Office, CFB has documented and mapped all business processes as an initial step towards identifying a new information technology system that fits the needs of CFB and better serves its stakeholders.

Occupational Analysis

Examination development for initial licensure is a continuous process at CFB, as examinations are required for five license types. With the assistance of DCA's Office of Professional Examination Services and licensees within the industry, CFB conducted an occupational analysis of the cemetery broker. The results provide a comprehensive description of current practice in California which ensures the cemetery broker examination continues to accurately reflect current practice.

Response to COVID-19 and Bureau Operations

As of early March 2020, CFB immediately complied with the directive to slow the spread of COVID-19 and transitioned bureau staff to teleworking while continuing to assist and support the essential death care industry. CFB quickly dedicated a section on its website and began posting information and guidance specific to the industry. As part of our collaboration with statewide focused efforts, CFB enforcement staff also participated in three Governor's task force committees to provide immediate support and information to impacted counties.

NEW LEGISLATION

AB 2134 (Chen, Chapter 72, Statutes of 2020) amends Health and Safety Code section 8344.5 and authorizes a crematory to incinerate one or more American flags during the periods within one week before or after Presidents Day and Veterans Day, in addition to the other sanctioned flag burning periods listed in existing law.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type	Actual Fee	Statutory Limit
FUNERAL DIRECTOR		
LICENSE FEE	\$200	\$200
EXAMINATION FEE	\$100	\$100
TOTAL INITIAL LICENSE FEE	\$300	\$300
ANNUAL RENEWAL FEE	\$200	\$200
EMBALMER		
APPLICATION / EXAMINATION/ LICENSE FEE	\$150	\$150
ANNUAL RENEWAL FEE	\$100	\$100
CEMETERY SALESPERSON		
LICENSE FEE	\$30	\$30
ANNUAL RENEWAL FEE	\$25	\$25

*The program licenses additional categories that can be found in Title 16, Division 12, California Code of Regulations § 1257, Title 16, Division 23, California Code of Regulations §§ 2310-2324; Business and Professions Code §§ 7651, 7653, 7672.1, 7712.2, 7721.9, 7729, 7729.2-7729.8, and 7729.10-7731.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPRENTICE EMBALMER	188	50	0
CEMETERY BRANCH BROKER	12	14	52
CEMETERY BROKER/ADDITIONAL BROKER	27	14	199
CEMETERY MANAGER	70	16	295
CEMETERY SALESPERSON	1,570	736	4,476
CERTIFICATE OF AUTHORITY (CEMETERY)	3	0	196
CREMATED REMAINS DISPOSER	22	16	126
CREMATORY	12	3	236
CREMATORY MANAGER	72	25	478
EMBALMER	44	50	1,612
FUNERAL DIRECTOR	237	87	2,375
FUNERAL ESTABLISHMENT	26	36	1,106
TOTAL	2,283	1,047	11,151

CEMETERY AND FUNERAL BUREAU

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPRENTICE EMBALMER	N/A	311	N/A
CEMETERY BRANCH BROKER	N/A	78	N/A
CEMETERY BROKER/ ADDITIONAL BROKER	N/A	222	N/A
CEMETERY MANAGER	N/A	367	N/A
CEMETERY SALESPERSON	N/A	5,170	N/A
CERTIFICATE OF AUTHORITY (CEMETERY)	N/A	194	N/A
CREMATED REMAINS DISPOSER	N/A	178	N/A
CREMATORY	N/A	228	N/A
CREMATORY MANAGER	N/A	603	N/A
EMBALMER	N/A	1,863	N/A
FUNERAL DIRECTOR	N/A	2,787	N/A
FUNERAL ESTABLISHMENT	N/A	1,092	N/A
TOTAL	N/A	13,093	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
APPRENTICE EMBALMER	N/A	N/A
CEMETERY BROKER	ANNUAL	N/A
CEMETERY BROKER ADDITIONAL	ANNUAL	N/A
CEMETERY BROKER BRANCH	ANNUAL	N/A
CEMETERY MANAGER	ANNUAL	N/A
CEMETERY SALESPERSON	ANNUAL	N/A
CERTIFICATE OF AUTHORITY	ANNUAL	N/A
CREMATED REMAINS DISPOSER	ANNUAL	N/A
CREMATORY	ANNUAL	N/A
CREMATORY MANAGER	ANNUAL	N/A
EMBALMER	ANNUAL	N/A
FUNERAL DIRECTOR	ANNUAL	N/A
FUNERAL ESTABLISHMENT	ANNUAL	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
FUNERAL DIRECTOR	90	86	176
EMBALMER	45	0	45
CREMATORY MANAGER	25	1	26
CEMETERY MANAGER	16	2	18
CEMETERY BROKER	5	5	10

Summary of Enforcement Activity

Consumer Complaints—Intake	
831	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
821	REFERRED FOR INVESTIGATION
13	PENDING

Conviction/Arrest Notification Complaints	
35	RECEIVED
33	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1	REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
1,222	CONDUCTED
133	CITATIONS ISSUED

Investigations	
822	OPENED
813	CLOSED
137	PENDING

Number of Days to Complete Intake and Investigations	
592	UP TO 90 DAYS
177	91 TO 180 DAYS
43	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
60	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
308	ISSUED
209	ISSUED WITH A FINE
6	WITHDRAWN
0	DISMISSED
57	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$128,406	ASSESSED
\$0	REDUCED
\$85,153	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
8	CASES CLOSED
13	CASES PENDING

Number of Days to Complete AG Cases	
2	UP TO 1 YEAR
4	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
612	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
4	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
2	LICENSE APPLICATIONS DENIED
8	REVOCAION
2	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
16	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
1	DENIED

Cost Recovery to DCA	
\$16,498	ORDERED
\$8,149	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$27,326	AMOUNT REFUNDED
\$7,256	REWORK AT NO CHARGE
\$200	ADJUSTMENTS/RETURNS/EXCHANGES
\$34,782	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
60	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
579	AVERAGE NUMBER OF DAYS



Licenses and regulates chiropractors. Registers and certifies chiropractic corporations, referral services, and satellite offices.

www.chiro.ca.gov

STAFF:

19 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

18,281

BOARD MEMBERSHIP:

2 public representative
5 licensees

BOARD STAFF:

Executive Officer: Robert Puleo
robert.puleo@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code Section 1000-1058;
California Code of Regulations, Division 4,
title 16, Sections 301-390.6

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

The Board will issue a license to any person licensed to practice chiropractic under the laws of another state, provided that the state in which the applicant is licensed has the same general requirements as requested by California at the time of licensure, as specified in California Code of Regulations, Section 323, and that state will issue a license to practitioners from California.

ACCOMPLISHMENTS

Business Modernization Plan

The Board has made huge strides towards implementing the Business Modernization Plan, with continued support from the Department of Consumer Affairs' (DCA) Office of Information Services (OIS). The Board is implementing an online initial chiropractic license application submission and approval process. Staff has worked closely with OIS and the system creator to ensure the end product will streamline the application process for both applicants and Board staff. BCE will launch the application feature on the website in September 2020.

Additionally, in October 2019, the Board rolled out the online renewal portal. The portal offers chiropractic licensees the ability to renew their licenses, paper-free, on the Board's website. Within a short time, 50% of licensees have transitioned to renewing their licenses online, greatly reducing the time and resources consumed by the manual renewal process.

COVID-19 Waivers

COVID-19 has forever changed the nature of how society conducts business. While it has been a challenging time, Board staff have maintained productivity and commitment to protecting the public, often pivoting priorities daily. BCE has worked closely with the DCA to release information to licensees regarding regulatory waivers that directly affect the chiropractic profession and licensing requirements. Staff has dedicated time and resources to ensuring accurate information is dispersed to licensees.

PROPOSED REGULATIONS

California Code of Regulations, Article 4, Sections 330-331.16: Approved Schools and Qualifications of Applicants

The Board is working closely with California and national chiropractic college stakeholders to update and make contemporary Article 4 of the California Code of Regulations (CCR): Approved Schools and Qualifications of Applicants: Sections 330-331.16. The Board proposed updating curriculum standards to ensure chiropractic colleges are aligned with the metrics identified by the accrediting body, the Council on Chiropractic Education, as well as eliminating any unduly prescriptive content that could be restrictive to the ever-evolving nature of higher education. At the July 2020 Board Meeting, the Board voted on language changes to Article 4 of the CCR and approved Board staff to move forward with the regulatory process to enact these changes.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
BIENNIAL CONTINUING EDUCATION PROVIDER RENEWAL	\$56	N/A
CONTINUING EDUCATION PROVIDER APPLICATION	\$84	N/A
CONTINUING EDUCATION COURSE APPLICATION	\$56	N/A
CORPORATION REGISTRATION APPLICATION	\$186	N/A
CORPORATION SPECIAL REPORT FILING	\$31	N/A
CORPORATION RENEWAL FILING	\$31	N/A
CORPORATION DUPLICATE CERTIFICATE	\$50	N/A
DUPLICATE LICENSE	\$50	N/A
INITIAL LICENSE	\$186	N/A
LICENSE APPLICATION FEE	\$371	N/A
LICENSE CERTIFICATION/OUT OF STATE LICENSE VERIFICATION	\$124	N/A
LICENSE RENEWAL	\$313	N/A
PETITION FOR EARLY TERMINATION OF PROBATION OR REDUCTION OF PENALTY	\$371	N/A
PETITION FOR EARLY TERMINATION OF REVOKED LICENSE	\$371	N/A
PRECEPTOR	\$31	N/A
RECIPROCAL LICENSE APPLICATION	\$371	N/A
REFERRAL SERVICES APPLICATION	\$557	N/A
RESTORATION OF LICENSE FEE	\$626	N/A
SATELLITE CERTIFICATE APPLICATION	\$62	N/A
SATELLITE CERTIFICATE RENEWAL	\$31	N/A
SATELLITE CERTIFICATE REPLACEMENT	\$50	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CHIROPRACTIC CORPORATIONS	103	95	1,084
DOCTOR OF CHIROPRACTIC	326	274	12,197
REFERRAL SERVICES	0	0	0
SATELLITE OFFICES (BCE)	1,125	1,074	2,140
TOTAL	1,554	1,443	15,421

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CHIROPRACTIC CORPORATIONS	1,397	N/A	N/A
DOCTOR OF CHIROPRACTIC	N/A	12,771	N/A
REFERRAL SERVICES	31	N/A	N/A
SATELLITE OFFICES (BCE)	4,082	N/A	N/A
TOTAL	5,510	12,771	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
DOCTOR OF CHIROPRACTIC	ANNUAL	24
SATELLITE OFFICES	ANNUAL	0
CHIROPRACTIC	ANNUAL	0
CORPORATION	ANNUAL	0
REGISTRATION	N/A	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA CHIROPRACTIC LAW EXAMINATION	292	94	386

Summary of Enforcement Activity

Consumer Complaints—Intake	
739	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
755	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints	
46	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
49	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
804	OPENED
806	CLOSED
589	PENDING

Number of Days to Complete Intake and Investigations	
335	UP TO 90 DAYS
143	91 TO 180 DAYS
214	181 DAYS TO 1 YEAR
100	1 TO 2 YEARS
9	2 TO 3 YEARS
5	OVER 3 YEARS
184	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
111	ISSUED
110	ISSUED WITH A FINE
9	WITHDRAWN
0	DISMISSED
258	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$71,850	ASSESSED
\$2,000	REDUCED
\$64,820	COLLECTED

Criminal/Civil Actions	
N/A	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
34	CASES OPENED/INITIATED
15	CASES CLOSED
59	CASES PENDING

Number of Days to Complete AG Cases	
1	UP TO 1 YEAR
4	1 TO 2 YEARS
4	2 TO 3 YEARS
6	OVER 3 YEARS
1,046	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
15	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
4	REVOCAION
5	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
2	PROBATION ONLY
0	PUBLIC REPRIMAND
2	OTHER DECISIONS
15	TOTAL

Petition for Modification or Termination of Probation	
2	GRANTED
2	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
2	GRANTED
5	DENIED

Cost Recovery to DCA	
\$179,724.08	ORDERED
\$59,360.00	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
7	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
177	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
591	AVERAGE NUMBER OF DAYS



Licenses and regulates contractors in 44 classifications.

www.cslb.ca.gov

STAFF:

429.6 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

306,147

BOARD MEMBERSHIP:

9 public members
6 professional members

BOARD STAFF:

Registrar: David Fogt
david.fogt@cslb.ca.gov

Chief Deputy Registrar: Tonya D. Corcoran
tonyad.corcoran@cslb.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 7000–7199.7;

California Code of Regulations, Division 8, title 16, §§ 810–890.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Business and Profession Code section 7065.4, the Board has reciprocity agreements in place with Arizona, Louisiana, Nevada, and Utah.* Reciprocity requirements are the same for these states:

- The contractor must be applying for a license in a classification that appears on that state’s Reciprocal Classifications List.
- The contractor must have held an active license in good standing in one of the reciprocal states for the previous five years.
- The contractor must submit to the Board the Request for Verification of License form that is completed by the licensing entity under which he or she is already licensed.
- The contractor must complete the Application for Original Contractor’s License.
- The Certification of Work Experience form 13A-11 must be used to report and confirm the journey-level work experience for the previous five years.

If the Board grants reciprocity to a contractor, it can waive the trade portion of the examination (the contractor still must take the business law exam section); however, the Board retains the right to require the exam.

*As of September 2020, CSLB no longer has a reciprocity agreement with Utah.

ACCOMPLISHMENTS

Response to COVID-19

The Board responded to the COVID-19 pandemic in a number of ways:

- Quickly transitioned so approximately 90 percent of staff could telework either part or full time, and established alternating shifts for staff coming into offices.
- Immediately created and regularly updated a COVID-19 website page with information about CSLB operations, frequently asked questions, contact information, and available online services.
- Launched online license renewal for sole owner licensees without a responsible managing employee and processed 8,812 renewals.
- Placed on its website license maintenance options previously available only via in-person e-payment kiosks and processed 4,578 transactions.

- Increased communication with industry about CSLB services and safety requirements through electronic bulletins and social media.
- Transitioned monthly licensing workshops to a virtual platform.
- Conducted one virtual Board Meeting.
- Developed comprehensive reopening plan for test centers and front counters throughout California to ensure safety of staff and visitors.

Pathways to Licensure

CSLB assisted military veterans seeking licensure by referring such individuals to specially trained staff to review transferable military training and experience, and expedited processing for 955 applications.

The asbestos open book exam, which is required of all applicants, was made available online, where the information is then directly entered into CSLB's database to satisfy the license issuance requirement.

CSLB continued monthly licensing workshops at CSLB's Sacramento headquarters and in the Norwalk office through February 2020, then transitioned to virtual licensing workshops in response to COVID-19 (approximately 500 total attendees at three virtual workshops).

In fiscal year 2019-20, CSLB distributed nearly \$100,000 in Construction Management Education grants to construction management programs at four California universities.

Disaster Response

CSLB staff joined with other state and local agencies at four Local Assistance Centers throughout California to offer recovery assistance and information to affected property owners in the aftermath of wildfires.

CSLB created an internal Disaster Relief Task Force to better coordinate disaster response and hosted a Joint Agency Disaster Response Roundtable to allow government and industry partners the opportunity to identify potential compliance issues.

CSLB also conducted sweeps and undercover sting operations in the fire zones to enforce license requirements and ward off unlicensed contractors.

Financial Restitution

In fiscal year 2019-20, CSLB helped recover over \$58 million in ordered restitution for consumers.

Public Information and Outreach

CSLB launched a Public Data Portal on its website, a no-cost publicly accessible feature that allows users to search and download custom statewide license information for which CSLB previously charged a fee.

CSLB produced or coproduced 18 webcasts; increased its social media presence to include Facebook, Twitter, Instagram, YouTube, Periscope, LinkedIn, and Flickr, and achieved more than 675,000 views across all social media platforms.

CSLB conducted 67 Senior Scam Stoppers throughout California, including the 800th with Assemblymember James Ramos. These seminars are coordinated with state and local elected officials and agencies, as well as law enforcement and community-based organizations. In addition, 35 Consumer Scam Stoppers and other outreach events geared toward the general public were conducted.

Enforcement

CSLB collaborated with the Joint Agency Solar Consumer Protection Task Force comprised of CSLB, the California Public Utilities Commission and the Department of Business Oversight (DBO) to implement consumer outreach and protection strategies. The Board began to enforce the requirement that solar contractors provide consumers a solar disclosure document pursuant to AB 1070 (Gonzalez Fletcher, Chapter 662, Statutes of 2017). CSLB referred 25 consumer complaints to DBO for investigation into alleged predatory PACE loans; opened 80 investigations from DBO referrals; and conducted 1,317 solar investigations, resulting in 141 legal actions and \$2,401,622 in restitution.

The Board also completed 20,272 investigations, settled 3,178 cases, issued 471 letters of admonishment, and took 3,148 legal actions.

The Statewide Investigative Fraud Team (SWIFT) responded to 855 leads, conducted 52 sting operations and 216 sweep days, which led to the issuance of 260 Notices to Appear in criminal court. SWIFT also issued 239 stop orders to employers without workers' compensation insurance and issued 1,494 advisory notices. In total, 368 cases resulted in administrative action and 634 cases were referred for criminal prosecution.

A building permit training video was developed to emphasize to contractors the importance of pulling building permits as part of a letter of admonishment.

CSLB also began conducting informal citation conferences in January 2020 to try to reach mutual agreements between respondents while avoiding the time, inconvenience, and expense of a formal administrative hearing. A total of 139 such conferences were conducted.

NEW LEGISLATION

AB 2210 (Aguiar-Curry, Chapter 128, Statutes of 2020)

allows disciplinary action for violations of tree service regulations to be taken, regardless of whether or not a death or serious injury to an employee resulted from the violation. This bill also extends the time for the Board to initiate disciplinary actions from 180 days to 18 months.

AB 2471 (Maienschein, Chapter 158, Statutes of 2020)

extends the right to cancel certain contracts from three business days to five for people 65 years or older. These certain contracts include: home solicitation contracts, seminar sales contracts, home improvement contracts, service or repair contracts, and Property Assessed Clean Energy (PACE) assessment contracts.

AB 3087 (Brough, Chapter 295, Statutes of 2020)

authorizes the registrar for the Board to contract with a third-party public or private organization to administer the Board’s license examination and provide materials and services for the examination.

SB 1189 (McGuire, Chapter 364, Statutes of 2020)

creates a new classification for contracting businesses, residential remodeling contracting, as defined. Additionally, this bill closes a loophole in criminal law to include home rebuilds in the definition of home improvement.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION FEE (INCLUDES EXAM FEE)	\$330	\$375
INITIAL LICENSURE FEE	\$200	\$225
TOTAL INITIAL LICENSE FEE	\$530	\$600
ADDITIONAL CLASSIFICATION FEE (ORIGINAL LICENSE)	\$75	\$85
ADDITIONAL CLASSIFICATION FEE (EXISTING LICENSE)	\$150	\$175
BIENNIAL RENEWAL FEE	\$450	\$450

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
HOME IMPROVEMENT SALESMAN REGISTRATION	9,681	5,822	4,742
ORIGINAL CONTRACTORS LICENSE	21,401	13,568	114,603
TOTAL	31,082	19,390	119,345

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
HOME IMPROVEMENT SALESMAN REGISTRATION	N/A	20,597	N/A
ORIGINAL CONTRACTORS LICENSE	3,630	281,920	N/A
TOTAL	3,630	302,517	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
ORIGINAL CONTRACTORS LICENSE	EVERY 2 YEARS	N/A
HOME IMPROVEMENT SALESMAN REGISTRATION	EVERY 2 YEARS	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
LAW AND BUSINESS	7,788	7,056	14,844
GENERAL ENGINEERING (A)	282	207	489
GENERAL CONTRACTOR (B)	2,571	3,792	6,363
ASBESTOS CERTIFICATION	6	12	18
HAZARDOUS CERTIFICATION	45	21	66
INSULATION AND ACOUSTICAL (C-2)	49	69	118
BOILER, HOT-WATER HEATING AND STEAM FITTING (C-4)	12	17	29
FRAMING AND ROUGH CARPENTRY (C-5)	36	69	105
CABINET, MILLWORK, AND FINISH CARPENTRY (C-6)	167	190	357
LOW VOLTAGE SYSTEMS (C-7)	203	214	417
CONCRETE (C-8)	242	318	560
DRYWALL (C-9)	122	276	398
ELECTRICAL (C-10)	749	704	1,453
ELEVATORS (C-11)	9	13	22
EARTHWORK AND PAVING (C-12)	77	91	168
FENCING (C-13)	82	102	184
FLOORING (C-15)	190	302	492

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
FIRE PROTECTION (C-16)	58	107	165
GLAZING (C-17)	138	195	333
WARM-AIR HEATING, VENTILATING, AND AIR CONDITIONING (C-20)	390	562	952
BUILDING MOVING/DEMOLITION (C-21)	62	85	147
ASBESTOS ABATEMENT (C-22)	10	3	13
ORNAMENTAL METAL (C-23)	34	47	81
LANDSCAPING (C-27)	412	905	1,317
LOCK AND SECURITY EQUIPMENT (C-28)	17	17	34
MASONRY (C-29)	51	86	137
CONSTRUCTION ZONE TRAFFIC CONTROL (C-31)	16	22	38
PARKING AND HIGHWAY IMPROVEMENT (C-32)	20	33	53
PAINTING AND DECORATING (C-33)	525	930	1,455
PIPELINE (C-34)	15	26	41
LATHING AND PLASTERING (C-35)	54	125	179
PLUMBING (C-36)	514	408	922
REFRIGERATION (C-38)	50	42	92
ROOFING (C-39)	215	348	563
SANITATION SYSTEM (C-42)	35	48	83
SHEETING METAL (C-43)	27	24	51
SIGN (C-45)	31	10	41
SOLAR (C-46)	60	67	127
MANUFACTURED HOUSING (C-47)	16	29	45
REINFORCING STEEL (C-50)	18	26	44
STRUCTURAL STEEL (C-51)	69	85	154
SWIMMING POOL (C-53)	90	85	175
TILE (C-54)	242	299	541
WATER CONDITIONING (C-55)	5	9	14
WELL DRILLING (C-57)	18	8	26
WELDING (C-60)	50	58	108
TOTAL	15,872	18,142	34,014

Summary of Enforcement Activity

Consumer Complaints—Intake	
17,141	RECEIVED
377	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
17,016	REFERRED FOR INVESTIGATION
1,434	PENDING

Conviction/Arrest Notification Complaints	
632	RECEIVED
N/A	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
632	REFERRED FOR INVESTIGATION
94	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
17,813	OPENED
20,272	CLOSED
2,370	PENDING

Number of Days to Complete Intake and Investigations	
14,411	UP TO 90 DAYS
2,575	91 TO 180 DAYS
3,131	181 DAYS TO 1 YEAR
154	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
86	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,262	ISSUED
1,262	ISSUED WITH A FINE
86	WITHDRAWN
7	DISMISSED
227	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$3,619,250	ASSESSED
\$807,310	REDUCED
\$1,783,548	COLLECTED

Criminal/Civil Actions	
1,209	REFERRALS FOR CRIMINAL/CIVIL ACTION
NDA	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

NAD = No Data Available

Office of the Attorney General/Disciplinary Actions	
409	CASES OPENED/INITIATED
378	CASES CLOSED
499	CASES PENDING

CONTRACTORS STATE LICENSE BOARD

Number of Days to Complete AG Cases	
242	UP TO 1 YEAR
101	1 TO 2 YEARS
31	2 TO 3 YEARS
4	OVER 3 YEARS
801	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
45	STATEMENTS OF ISSUES FILED
323	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
10	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
21	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
30	LICENSE APPLICATIONS DENIED
282	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
108	PROBATION ONLY
3	PUBLIC REPRIMAND
74	OTHER DECISIONS
497	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
NDA	GRANTED
NDA	DENIED

NAD = No Data Available

Cost Recovery to DCA	
\$2,144,900	ORDERED
\$457,049	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$5,392,836	RESTITUTION ORDERED
\$51,700,271	AMOUNT REFUNDED
\$1,260,089	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
\$58,353,196	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
86	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
607	AVERAGE NUMBER OF DAYS



COURT REPORTERS BOARD OF CALIFORNIA

Licenses and regulates certified shorthand reporters, also known as court reporters, and oversees California's schools of court reporting. Also manages the Transcript Reimbursement Fund, which reimburses costs of transcripts for low-income litigants.

www.courtreportersboard.ca.gov

STAFF:

3.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

6,085

BOARD MEMBERSHIP:

3 public representatives
2 licensees

BOARD STAFF:

Executive Officer: Yvonne K. Fenner
yvonne.fenner@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 8000–8047;
California Code of Regulations, Division 24,
title 16, §§ 2400–2481.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Sunset Review

In October of 2019, Governor Newsom signed legislation extending the sunset date of the Board to January 1, 2024. The Board looks forward to its continued work toward firm registration as well as its ongoing licensing and enforcement efforts on behalf of consumers.

Cost Savings

Board staff undertook an enormous archive project, scanning licensee files that have been cancelled over the last 25 years. Thousands of files were pulled, scanned into an electronic storage archive, and then confidentially destroyed. The space created will enable the Board to function in its existing space without having to expand. Also, storage fees are being saved as those files would normally have been sent to a secure state storage location. The savings will help establish the reserve necessary to reopen the Transcript Reimbursement Fund, a fund to help qualified indigent litigants pay for transcripts of civil proceedings.

Reciprocity

At its May 2020 meeting, the Board established a task force to explore license reciprocity with Texas. To fully explore this concept, the CRB enlisted the assistance of its sister agency DCA's Office of Professional Examination Services (OPES). OPES will look at not only the license test of Texas, but also the national certification issued by the National Court Reporters Association. OPES will look at all aspects from development through administration of these tests and submit their findings to the task force who will in turn summarize all their findings and make a recommendation to the Board for further action.

Enhancements

The Board has added to its website links to the Judicial Council's emergency orders in order for licensees to stay informed on court closures and emergency measures in place, such as waiving the requirement for the court reporter to be in the presence of a party witness during a deposition. This waiver made it easier for remote depositions to take place. While videoconferences and web streaming has long been a part of the deposition industry, it is new to have all parties appear remotely. The Board reconstituted its Best Practice Pointers Task Force in order to develop guidance to the industry during this rapidly-changing environment.

Due to the COVID restrictions and concern for staff and candidate health and safety, the Board voted to offer the July 2020 exam online rather than onsite. Board staff worked closely with DCA's Office of Public Affairs (OPA) to video-record dictation tests to be offered via a third-party vendor. The OPA team were innovative in coming up with a way to safely record four live speakers who could not wear face coverings with various video specialists and Board staff in the same location. Quick teamwork will enable license testing to continue uninterrupted, helping to ensure the consumer has a good pool of qualified licensees.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	MAY QUALIFY BASED ON COMPLETION OF RECOGNIZED COURT REPORTING PROGRAM
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	EDUCATION OR EXPERIENCE
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

Fees*

License Type	Actual Fee	Statutory Limit
COURT REPORTER/RENEWAL FEE	\$225	\$250
COURT REPORTER/LATE RENEWAL FEE	\$112.50	\$125
COURT REPORTER/LICENSE ISSUANCE	\$225	\$250
COURT REPORTER/APPLICATION FEE	\$40	\$40
COURT REPORTER/EXAM FEE	\$25	\$75
COURT REPORTER/DUPLICATE WALL CERTIFICATE	\$5	\$10

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CERTIFIED SHORTHAND REPORTER	66	66	6,019
TOTAL	66	66	6,019

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CERTIFIED SHORTHAND REPORTER	N/A	6,085	N/A
TOTAL	N/A	6,085	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
CERTIFIED SHORTHAND REPORTER	YEARLY	NONE

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
DICTIONATION	78	210	288
ENGLISH	42	46	88
PROFESSIONAL PRACTICE	45	26	71

Summary of Enforcement Activity

Consumer Complaints—Intake	
115	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
115	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1	REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
116	OPENED
91	CLOSED
88	PENDING

Number of Days to Complete Intake and Investigations

67	UP TO 90 DAYS
12	91 TO 180 DAYS
11	181 DAYS TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
83	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

18	ISSUED
18	ISSUED WITH A FINE
0	WITHDRAWN
2	DISMISSED
118	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$15,550	ASSESSED
\$950	REDUCED
\$12,650	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

8	CASES OPENED/INITIATED
5	CASES CLOSED
6	CASES PENDING

Number of Days to Complete AG Cases

3	UP TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
298	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

3	STATEMENTS OF ISSUES FILED
4	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

0	LICENSE APPLICATIONS DENIED
3	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS
5	TOTAL

Petition for Modification or Termination of Probation

0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification

0	GRANTED
0	DENIED

Cost Recovery to DCA

\$0	ORDERED
\$2,206.50	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$664.30	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$664.30	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment

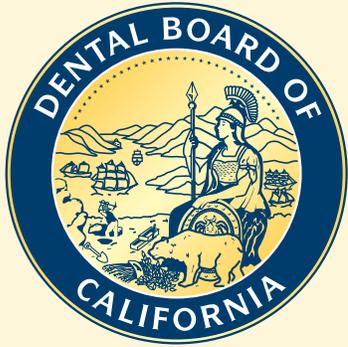
1	AVERAGE NUMBER OF DAYS
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Start of Investigation to Investigation Closure

82	AVERAGE NUMBER OF DAYS
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Closure of Investigation to Imposing Formal Discipline

243	AVERAGE NUMBER OF DAYS
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Licenses and regulates dentists, registered dental assistants, registered dental assistants in extended functions, and holders of orthodontic assistant and dental sedation assistant permits.

www.dbc.ca.gov

STAFF:

83 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

195,847

BOARD MEMBERSHIP:

5 public representatives
10 licensees

BOARD STAFF:

Executive Officer: Karen Fischer
karen.fischer@dca.ca.gov

Assistant Executive Officer: Sarah Wallace
sarah.wallace@dca.ca.gov

Administrative Services Manager: Wilbert Rumbaoa
wilbert.rumbaoa@dca.ca.gov

Legislative Contact: Gabriel Nevin
gabriel.nevin@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 1600-1808, §§ 1970-1976;

California Code of Regulations, Division 10, title 16, §§ 1000-1087

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

The Dental Board of California accepts out-of-state dental licenses in good standing. The requirements to obtain a dental license by credential include, but are not limited to:

Dentists:

- A completed application and payment of all fees.
- A current license issued by another state to practice dentistry that is not revoked, suspended, or otherwise restricted.
- Proof that the applicant has either been in active clinical practice or has been a full-time faculty member in an accredited dental education program and in active clinical practice for a total of at least 5,000 hours in five of the seven consecutive years immediately preceding the date of his or her application.
- Residency—Maximum of two years of clinical practice credit allowed for a residency training program accredited by the American Dental Association, Commission on Dental Accreditation. With two years of clinical practice, or a completed residency, the remainder of the five-year requirement may be fulfilled with a contract to teach or to practice in settings specified in Business and Professions Code section 1635.5(a)(3)(B) and section 1635.5(a)(3)(C).
- The applicant may not have failed the California licensure exam or the WREB clinical exam within the last five years. A letter from WREB stating that the applicant has not failed the WREB exam must be submitted as proof.
- Fifty units of continuing education in the last two years, including current mandatory courses.

Registered Dental Assistants

- Reciprocity is not offered to practice as a registered dental assistant (RDA) in California.

ACCOMPLISHMENTS

Dental Board of California Accepts New Pathway to Licensure for Dentists, Effective November 15, 2019

Assembly Member Dababneh introduced AB 2331(Chapter 572, Statutes of 2016), which authorized the Board to recognize the American Dental Examining Board's (ADEX) examination as an additional pathway to licensure. Prior to recognition or acceptance of the ADEX exam, the exam had to undergo an occupational analysis and a psychometric evaluation to determine compliance with the requirements of Business and Professions Code

section 139. The occupational analysis was completed by DCA's Office of Professional Examination Services (OPES) and presented to the Board in August 2018. OPES then began its evaluation of the ADEX examination for compliance with state standards. The Board received approval by OPES at its August 2019 meeting that the ADEX examination satisfies the requirements of section 139. At the Board's November 15, 2019 meeting, it accepted the ADEX examination as a pathway to licensure for a dentist. Dentists taking the examination on or after November 15, 2019, and who complete the additional licensure requirements, will be eligible for licensure in the state. With the acceptance of the ADEX examination, dentists now have four pathways to licensure in California: Licensure by the Western Regional Examination Board (WREB), Licensure by Portfolio, Licensure by Credential, and Licensure by Residency.

Consumer Protection Enhancements

Additional consumer protection requirements became effective January 1, 2020, through the implementation of Assembly Bill (AB) 1519 (Low, Chapter 865, Statutes of 2019):

- Requires the notice to consumers be posted in a conspicuous location accessible to public view or accessible electronically for patients receiving dental services through telehealth.
- Requires any entity that provides a service authorized under the Dental Practice Act through telehealth to make the name, telephone number, practice address and state license number of any dentist providing services available at any time prior to or during the rendering of services.
- Specifies that a provider of dental services shall not require a patient to sign an agreement that limits the patient's ability to file a complaint with the Board.
- On or after July 1, 2020, requires a licensee placed on probation to provide a patient or the patient's guardian or health care surrogate with a disclosure, and receive a signed copy of the disclosure, prior to the patient's first visit while the licensee is on probation (subject to certain exemptions) for the following:
 - a. The commission of any act of sexual abuse, misconduct, or relations with a patient or client.
 - b. Drug or alcohol abuse directly resulting in harm to patients or the extent that such use impairs the ability of the licensee to practice safely.
 - c. Criminal conviction involving harm to patient safety or health.
 - d. Inappropriate prescribing resulting in harm to patients and a probationary period of five years or more.

New Dental Licensure Requirements in AB 1519

- Requires applicants for licensure to practice dentistry to provide a signed release allowing disclosure of information from the National Practitioner Data Bank and verification of registration status with the federal Drug Enforcement Administration. Requires the Board to review this information to determine if it presents sufficient evidence to warrant the submission of additional information from the applicant or the denial of the application for licensure.
- Requires that the examination of applicants for a license to practice dentistry in this state be sufficiently thorough to test the fitness of the applicant to practice dentistry and include assessing competency in the areas of diagnosis, treatment planning, and restorative, endodontic, periodontic, and prosthetic dentistry.
- Requires applicants applying for licensure who utilized the clinical and written examination results administered by the Western Regional Examining Board (WREB) and the American Board of Dental Examiners (ADEX) to have taken and passed such examinations within five years prior to the date of their application for licensure.
- Requires that applicants for a dentistry license complete an advanced education program in general dentistry or advanced education program in general practice residency within two years prior to the date of the resident's application for a license.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Does not apply for license type: registered dental assistant.

Fees*

License Type	Actual Fee	Statutory Limit
DENTIST LICENSURE BY WREB¹ EXAMINATION		
APPLICATION FEE	\$400	\$1,000
INITIAL LICENSURE FEE ²	\$650	\$800
DENTAL LAW AND ETHICS APPLICATION	\$125	\$250
DENTAL LAW AND ETHICS EXAM FEE	\$22.50	ACTUAL COST OF EXAM SET BY PSI ³
WREB EXAMINATION	\$2,185-\$2,420	SET BY WREB
TOTAL INITIAL LICENSE FEE	\$3,382.50-\$3,617.50	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
DENTIST LICENSURE BY ADEX⁴ EXAMINATION		
APPLICATION FEE	\$400	\$1,000
INITIAL LICENSURE FEE	\$650	\$800
DENTAL LAW AND ETHICS APPLICATION	\$125	\$250
DENTAL LAW AND ETHICS EXAM FEE	\$22.50	ACTUAL COST OF EXAM SET BY PSI
ADEX EXAMINATION	\$2,295	SET BY ADEX
TOTAL INITIAL LICENSE FEE	\$3,492.50	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
DENTIST LICENSURE BY PORTFOLIO		
APPLICATION FEE	\$400	\$1,500
INITIAL LICENSURE FEE	\$650	\$800
DENTAL LAW AND ETHICS EXAM	\$125	\$250
TOTAL INITIAL LICENSE FEE	\$1,175	N/A
BIENNIAL RENEWAL FEE	\$650	\$800

License Type	Actual Fee	Statutory Limit
DENTIST LICENSURE BY RESIDENCY		
APPLICATION FEE	\$800	\$1,000
INITIAL LICENSURE FEE	\$650	\$800
DENTAL LAW AND ETHICS EXAM	\$125	\$250
TOTAL INITIAL LICENSE FEE	\$1,575	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
DENTIST LICENSURE BY CREDENTIAL		
APPLICATION FEE	\$525	\$1,000
INITIAL LICENSURE FEE	\$650	\$800
TOTAL INITIAL LICENSE FEE	\$1,175	N/A
BIENNIAL RENEWAL FEE	\$650	\$800
REGISTERED DENTAL ASSISTANT		
APPLICATION FEE	\$120	\$200
GENERAL AND LAW AND ETHICS EXAM	\$38.50	ACTUAL COST OF EXAM SET BY PSI
TOTAL INITIAL LICENSE FEE	\$158.50	N/A
BIENNIAL RENEWAL FEE	\$100	\$200
REGISTERED DENTAL ASSISTANT (RDAEF⁵)		
APPLICATION FEE	\$120	\$200
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST OF EXAM
WRITTEN EXAMINATION FEE	\$22.50	ACTUAL COST OF EXAM SET BY PSI
TOTAL INITIAL LICENSE FEE	\$642.50	N/A
BIENNIAL RENEWAL FEE	\$100	\$200

*Additional fees may be required. Refer to the laws and regulations for details.

¹WREB is the Western Regional Examining Board and sets its exam fee based on testing location costs.

²Initial license fee prorated. AB 179 (Bonilla, Chapter 510, Statutes of 2015) authorizes the Board to raise specified fees.

³PSI (Psychological Services Inc.) is a testing vendor that offers computer-based tests for DDS and RDA applicants. PSI has their own testing fees that do not include Board fees.

⁴ADEX is the American Board of Dental Examiners and sets its own exam fees.

⁵Registered Dental Assistant in Extended Functions.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADDITIONAL OFFICE PERMIT (DBC)	562	468	1,094
BOARD APPROVED FOREIGN DENTAL (DDS) SCHOOLS	0	0	0
CODA APPROVED CALIFORNIA DENTAL (DDS) SCHOOLS	0	0	0
CONSCIOUS SEDATION PERMIT	44	40	246
DENTAL SEDATION ASSISTANT (DSA)	13	7	18
DENTAL SEDATION ASSISTANT (DSA) COURSES	4	3	0
DENTIST LICENSE (DDS)	1,169	1,067	17,661
ELECTIVE FACIAL COSMETIC SURGERY PERMIT	2	1	13
FICTITIOUS NAME PERMIT (DBC)	1,086	788	3,137
GENERAL ANESTHESIA (GA) PERMIT	59	61	423
MEDICAL GENERAL ANESTHESIA PERMIT	33	37	35
MOBILE DENTAL CLINIC PERMIT	15	10	12
ORAL CONSCIOUS SEDATION CERTIFICATE	123	108	1,097
ORAL MAXILLOFACIAL SURGERY PERMIT	7	7	48
ORTHODONTIC ASSISTANT (OA)	272	205	625
ORTHODONTIC ASSISTANT (OA) COURSES	8	5	0
REGISTERED DENTAL ASSISTANT (RDA)	2,499	2,034	16,957
REGISTERED DENTAL ASSISTANT (RDA) PROGRAMS	2	0	0
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS (RDAEF)	171	78	843
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS (RDAEF) PROGRAMS	0	0	0
REGISTERED PROVIDER PERMIT	105	89	440
SPECIAL PERMIT (DBC)	5	5	32
TOTAL	6,179	5,013	42,681

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADDITIONAL OFFICE PERMIT (DBC)	10,533	0	0
BOARD APPROVED FOREIGN DENTAL (DDS) SCHOOLS	0	0	
CODA APPROVED CALIFORNIA DENTAL (DDS) SCHOOLS	0	0	6
CONSCIOUS SEDATION PERMIT	1,126	0	0
DENTAL SEDATION ASSISTANT (DSA)	55	0	0
DENTAL SEDATION ASSISTANT (DSA) COURSES	0	0	36
DENTIST LICENSE (DDS)	0	59,543	0
ELECTIVE FACIAL COSMETIC SURGERY PERMIT	35	0	0
FICTITIOUS NAME PERMIT (DBC)	15,607	0	0
GENERAL ANESTHESIA (GA) PERMIT	1,927	0	0
MEDICAL GENERAL ANESTHESIA PERMIT	341	0	0
MOBILE DENTAL CLINIC PERMIT	140	0	0
ORAL CONSCIOUS SEDATION CERTIFICATE	3,982	0	0
ORAL MAXILLOFACIAL SURGERY PERMIT	122	0	0
ORTHODONTIC ASSISTANT (OA)	1,467	0	0
ORTHODONTIC ASSISTANT (OA) COURSES	0	0	163
REGISTERED DENTAL ASSISTANT (RDA)	0	94,267	0
REGISTERED DENTAL ASSISTANT (RDA) PROGRAMS	0	0	134
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS (RDAEF)	0	2,224	0
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS (RDAEF) PROGRAMS	0	0	13
REGISTERED PROVIDER PERMIT	3,896	0	0
SPECIAL PERMIT (DBC)	230	0	0
TOTAL	39,461	156,034	352

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
DENTIST (DDS) LICENSE	EVERY 2 YEARS	50
ELECTIVE FACIAL COSMETIC SURGERY PERMIT	EVERY 2 YEARS	0
GENERAL ANESTHESIA (GA) PERMIT	EVERY 2 YEARS	24
MEDICAL GENERAL ANESTHESIA PERMIT	EVERY 2 YEARS	24
CONSCIOUS SEDATION PERMIT	EVERY 2 YEARS	15
ORAL CONSCIOUS SEDATION CERTIFICATE	EVERY 2 YEARS	7
SPECIAL PERMIT	EVERY YEAR	25
ORAL MAXILLOFACIAL SURGERY PERMIT	EVERY 2 YEARS	50
ADDITIONAL OFFICE PERMIT	EVERY 2 YEARS	0
MOBILE DENTAL CLINIC PERMIT	EVERY 2 YEARS	0
REGISTERED PROVIDER PERMIT	EVERY 2 YEARS	0
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	0
REGISTERED DENTAL ASSISTANT (RDA)	EVERY 2 YEARS	25
REGISTERED DENTAL ASSISTANT IN EXTENDED FUNCTIONS (RDAEF)	EVERY 2 YEARS	25
ORTHODONTIC ASSISTANT (OA)	EVERY 2 YEARS	25
DENTAL SEDATION ASSISTANT (DSA)	EVERY 2 YEARS	25

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RDA COMBINED	2,051	1,552	3,603
RDAEF LAW AND ETHICS	101	48	149
RDAEF CLINICAL	75	69	144
RDAEF PRACTICAL	80	76	156
DDS LAW AND ETHICS	898	57	955

Summary of Enforcement Activity

Consumer Complaints—Intake	
3,301	RECEIVED
7	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,264	REFERRED FOR INVESTIGATION
40	PENDING

Conviction/Arrest Notification Complaints	
665	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
686	REFERRED FOR INVESTIGATION
13	PENDING

Inspections	
100	CONDUCTED
2	CITATIONS ISSUED

Investigations	
3,950	OPENED
3,836	CLOSED
2,249	PENDING

Number of Days to Complete Intake and Investigations	
2,051	UP TO 90 DAYS
1,080	91 TO 180 DAYS
313	181 DAYS TO 1 YEAR
228	1 TO 2 YEARS
145	2 TO 3 YEARS
19	OVER 3 YEARS
150	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
206	ISSUED
183	ISSUED WITH A FINE
25	WITHDRAWN
0	DISMISSED
70	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$102,900	ASSESSED
\$18,000	REDUCED
\$64,225	COLLECTED

Criminal/Civil Actions	
4	REFERRALS FOR CRIMINAL/CIVIL ACTION
9	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
83	CASES OPENED/INITIATED
93	CASES CLOSED
246	CASES PENDING

Number of Days to Complete AG Cases	
27	UP TO 1 YEAR
21	1 TO 2 YEARS
41	2 TO 3 YEARS
4	OVER 3 YEARS
1,179	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
8	STATEMENTS OF ISSUES FILED
60	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
15	REVOCAION
11	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
21	PROBATION ONLY
16	PUBLIC REPRIMAND
0	OTHER DECISIONS
64	TOTAL

Petition for Modification or Termination of Probation	
4	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
3	GRANTED
4	DENIED

Cost Recovery to DCA	
\$358,147.45	ORDERED
\$219,585.64	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
10	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
150	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
608	AVERAGE NUMBER OF DAYS



Licenses and regulates registered dental hygienists, registered dental hygienists in extended functions, and registered dental hygienists in alternative practice.

www.dhbc.ca.gov

STAFF:

12 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

18,671

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Anthony Lum
anthony.lum@dca.ca.gov

Assistant Executive Officer: Elizabeth Elias
elizabeth.elias@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 1900–1967.4;

California Code of Regulations, Division 10,
title 16, §§ 1000–1023.8, §§ 1067–1090.1;

California Code of Regulations, Division 11,
title 16, §§ 1100–1153.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 1917.1, registered dental hygienists who are licensed in good standing in a state other than California for five years or more may achieve “licensure by credential” rather than through examination.

ACCOMPLISHMENTS

New Program

The Board approved a new registered dental hygienist in alternative practice (RDHAP) program at California Northstate University in Elk Grove. The program is working to enroll its first class in the fall of 2020.

Laws and Regulations

The Board completed a new version of its *Laws and Regulations Book (2020 Edition)* and posted it on the DHBC website for anyone to review and download at no charge. This makes the laws and regulations that govern the dental hygiene profession readily available in a single source without incurring the cost of the book.

Board Meetings

The Board conducted its first teleconference meeting using the WebEx platform due to the pandemic with great success. Meeting participation increased by 300% and the feedback received from stakeholders indicated that many of them preferred the Board conduct its meetings using this method.

Outreach

The Board’s outreach efforts continued with teleconference sessions with a few dental hygiene educational programs (DHEP) to answer any questions or concerns students may have about the licensure process and the profession. The COVID-19 pandemic in March 2020 brought an abrupt end to all the Board’s outreach efforts due to the closures of the DHEPs and social distancing.

The Board continued its review and oversight of the DHEP to ensure their students are prepared for the profession according to the law. Not only is this increased oversight beneficial for the students preparing for licensure, but for the consumer as well in knowing that the schools are graduating skilled, educated, and knowledgeable people about to enter the profession and providing dental hygiene services in the school's clinics in a clean and safe environment. There were three site visits conducted last year prior to the COVID-19 pandemic closing the DHEPs. The plan going forward is to schedule site visits to all DHEPs after the school's national accreditation visit to minimize the work of the program's faculty and staff.

NEW LEGISLATION

SB 653 (Chang, Chapter 130, Statutes of 2020)

expands the scope of practice for registered dental hygienists and registered dental hygienists in alternative practice. It allows these licensees to perform more tasks in a greater variety of settings with less supervision.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
REGISTERED DENTAL HYGIENIST (RDH)		
APPLICATION FEE (WREB, CRDTS, OR LBC)	\$100	\$250
LICENSE ISSUANCE FEE	\$100	\$250
BIENNIAL LICENSE RENEWAL FEE	\$160	\$500
LICENSE RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)		
APPLICATION FEE	\$100	\$250
LICENSE ISSUANCE FEE	\$250	\$250
BIENNIAL LICENSE RENEWAL FEE	\$160	\$500
LICENSE RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)		
BIENNIAL LICENSE RENEWAL FEE	160	500
LICENSE RENEWAL DELINQUENCY FEE	80	1/2 LICENSE RENEWAL FEE
FICTICIOUS NAME PERMIT (FNP)		
APPLICATION FEE—PERMIT ISSUED MORE THAN 1 YEAR	\$160	\$500
APPLICATION FEE—PERMIT ISSUED LESS THAN 1 YEAR	\$80	\$500
BIENNIAL PERMIT RENEWAL FEE	\$160	\$500
PERMIT RENEWAL DELINQUENCY FEE	\$80	1/2 LICENSE RENEWAL FEE
MISCELLANEOUS FEES		
DUPLICATE LICENSE FEE	\$25	1/2 LICENSE RENEWAL FEE
CERTIFICATION OF LICENSURE FEE	\$25	1/2 LICENSE RENEWAL FEE

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMITS (DHCC)	11	13	74
REGISTERED DENTAL HYGIENIST (RDH)	571	659	9,648
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	27	31	339
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)	0	0	16
TOTAL	1,194	1,351	10,077

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMITS (DHCC)	126	0	N/A
REGISTERED DENTAL HYGIENIST (RDH)	N/A	17,924	N/A
REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	N/A	597	N/A
REGISTERED DENTAL HYGIENIST IN EXTENDED FUNCTIONS (RDHEF)	N/A	24	N/A
TOTAL	126	18,545	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
RDH	BIENNIAL (EVERY 2 YEARS)	25
RDHAP	BIENNIAL (EVERY 2 YEARS)	35
RDHEF	BIENNIAL (EVERY 2 YEARS)	25

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RDH LAW AND ETHICS	762	176	938
RDHAP LAW AND ETHICS EXAMINATION	30	13	43

The DHBC no longer administers a clinical examination and relies on regional examination results for licensure. (WREB& CREDTS).

Summary of Enforcement Activity

Consumer Complaints—Intake	
190	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
115	REFERRED FOR INVESTIGATION
75	PENDING

Conviction/Arrest Notification Complaints	
108	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
110	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
225	OPENED
269	CLOSED
77	PENDING

Number of Days to Complete Intake and Investigations	
152	UP TO 90 DAYS
20	91 TO 180 DAYS
38	181 DAYS TO 1 YEAR
38	1 TO 2 YEARS
17	2 TO 3 YEARS
4	OVER 3 YEARS
206	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
60	ISSUED
60	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
213	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$24,175	ASSESSED
\$0	REDUCED
\$19,163	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
41	CASES OPENED/INITIATED
28	CASES CLOSED
21	CASES PENDING

Number of Days to Complete AG Cases	
13	UP TO 1 YEAR
6	1 TO 2 YEARS
5	2 TO 3 YEARS
4	OVER 3 YEARS
540	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
33	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
9	REVOCAION
9	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
8	PROBATION ONLY
0	PUBLIC REPRIMAND
1	OTHER DECISIONS
28	TOTAL

Petition for Modification or Termination of Probation	
2	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
1	DENIED

Cost Recovery to DCA	
\$26,103.76	ORDERED
\$14,589.79	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
197	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
267	AVERAGE NUMBER OF DAYS



Registers and regulates electronic and appliance repair businesses and has jurisdiction over the sale and administration of service contracts on various consumer products. Licenses and regulates the manufacture and sale (retail, wholesale, and import) of upholstered furniture and bedding, supply dealers, custom upholsterers, bedding sanitizers, and the manufacture of thermal insulation products, and tests for flammability and sanitization. Permits and regulates the transport of household goods and personal effects by household movers and brokers.

www.bhgs.dca.ca.gov

STAFF:

60.9 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

43,491

ADVISORY COUNCIL MEMBERSHIP:

3 public representatives
7 industry members

BUREAU STAFF:

Chief: Nicholas Oliver
nicholas.oliver@dca.ca.gov

Deputy Chief: Rita Wong
rita.wong@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 9800–9874 (BEAR); §§ 19000–19221 (HFTI); §§ 19225–19294 (HHM)

California Code of Regulations, Division 27, title 16, §§ 2700–2775;

California Code of Regulations, Division 3, title 4, §§ 1101–1383.6.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Implemented New Legislation

Two notable bills were effective January 1, 2020, which required substantial implementation steps to be taken by the Bureau.

Assembly Bill (AB) 2998 (Bloom, Chapter 924, Statutes of 2018) prohibits the sale and distribution of juvenile products, upholstered furniture, replacement components of reupholstered furniture, and the foam in mattresses that contain covered flame-retardant chemicals at levels above 1,000 parts per million in California. To implement, the Bureau published two frequently asked questions documents (FAQ), issued an industry advisory, provided training to enforcement personnel, and contracted with the Department of Toxic Substances Control to test amenable products to ensure compliance with this bill, among other implementation actions.

Senate Bill (SB) 1483 (Hill, Chapter 578, Statutes of 2018) expanded the Bureau’s regulatory scope over service contracts. This expansion increased the Bureau’s authority from applying to a small, inclusive list of products to applying to all consumer goods other than consumables and vehicles. Due to the Bureau’s increase in scope, the Service Contract Administrator registrant population increased by 380 percent, posing a considerable workload for the Licensing Unit.

Strengthened Enforcement Unit

The Bureau made several changes to increase the Bureau’s efficacy in enforcing the acts it administers. Additional Special Investigators were hired to extend the Bureau’s statewide enforcement and responsiveness to consumers. The additional resources have provided the Bureau the ability to increase its focus on online advertising to identify and curtail unlicensed business activities. The Investigations Unit significantly increased the number of cease and desist orders issued through these investigations and while conducting sweeps throughout the state to enforce permit and registration requirements of the Household Movers Act and Electronic and Appliance Repair Dealer Registration Law.

Increased enforcement presence has allowed the Bureau to immediately address hold hostage cases under the Household Movers Act, in which a household mover refuses to deliver a consumer's belongings unless payment above the agreed to price is paid. Historically, consumers have made extra payments and their household goods are still not returned. Bureau Special Investigators arranged for and oversaw the return of consumer belongings in 19 hold hostage cases. By increasing the enforcement presence, the Bureau is able to take immediate actions against unscrupulous and often, unpermitted, household movers and provide swift resolve and protection from significant consumer harm.

Licensing Unit Examinations

The Bureau consolidated the examination for the household mover permit reducing the number of examinations from four examinations (local, statewide, subhauler, and piano) to one standardized examination. The examination was updated to ensure potential permit holders present basic knowledge and familiarization with the Max Tariff rates and Distance Table before obtaining authority to conduct business with consumers. Consolidating the examinations has had a positive impact on applicants as the passing rate has shown a considerable increase.

In the last year, the Bureau contracted with a third party for proctoring services to make the examination available to applicants statewide. The Bureau is further reducing barriers to licensure by working with the Department of Consumer Affairs (DCA) to develop a computer-based examination, which is intended to increase the convenience and availability of the examination.

Outreach

Bureau representatives frequently met with stakeholders of its regulated industries, sister state agencies, and local law enforcement to develop cooperative relationships essential to administering each of its practice acts. These meetings include consultations with restoration companies, storage delivery companies, trucking companies, and household movers regarding requirements of the Household Movers Act; service contractors and ignition interlock device installers regarding the Electronic and Appliance Repair Dealer Registration Law; and upholstered furniture manufacturers regarding labeling requirements of the Home Furnishings and Thermal Insulation Act.

The Bureau published several documents to educate stakeholders and assist the regulated industries with meeting Bureau requirements. For example, Industry Advisory 19-02 informed stakeholders of the steps necessary to implement AB 2998 and SB 1483. The Bureau also published Industry Advisory 19-03 to specify permit requirements under the Household Movers Act, the business models affected by permit requirements, penalties for failing to become permitted, and when a permit is not required. The Bureau published an FAQ document to further guide implementation and timely compliance of AB 2998 by Bureau licensees. In addition, the Bureau published an FAQ document to assist the upholstered furniture and bedding industry in meeting labeling requirements.

DCA produced a video on behalf of the Bureau regarding a hold hostage case involving an inter-state mover. The video was posted to DCA's YouTube channel and shared by DCA, the Bureau, and others on various social media platforms.

Bureau Chief Nicholas Oliver was interviewed by KPIX in San Francisco regarding a hold hostage case that involved an inter-state mover who was unlicensed. Watchers were advised to only do business with permitted movers. This video was shared by DCA, the Bureau, and others on various social media platforms.

The Bureau participates regularly in the San Diego County District Attorney Consumer Fraud Task Force meetings, which are composed of deputies district attorney, investigators and paralegals dedicated to protecting consumers and law-abiding businesses from fraudulent or unfair business practices. Bureau representatives also meet with district attorney offices statewide, including the Santa Barbara District Attorney's office who issued a press release and cited the Bureau's Industry Advisory 19-03 as a resource for consumers.

The Bureau participated in the 41st Assembly District's 20th Annual Community Resource Fair with several other state and local governmental and nonprofits agencies. The Bureau shared information and brochures regarding consumers' rights and the complaint process.

NEW LEGISLATION

There was no enacted legislation solely related to the Bureau in 2020.

License Requirements*

License Requirements	Y/N
EAR REGISTRATIONS/HFTI LICENSES	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N
HOUSEHOLD MOVERS PERMITS	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type/Fee Type	Actual Fee	Statutory Limit
APPLIANCE SERVICE DEALER		
INITIAL REGISTRATION FEE	\$190	\$205
RENEWAL FEE (ANNUAL)	\$190	\$205
COMBINATION SERVICE DEALER		
INITIAL REGISTRATION FEE	\$375	\$405
RENEWAL FEE (ANNUAL)	\$375	\$400
ELECTRONIC SERVICE DEALER		
INITIAL REGISTRATION FEE	\$190	\$205
RENEWAL FEE (ANNUAL)	\$190	\$205
SERVICE CONTRACT ADMINISTRATOR		
INITIAL REGISTRATION FEE	\$95	\$95
RENEWAL FEE (ANNUAL)	\$95	\$95
SERVICE CONTRACT SELLER		
INITIAL REGISTRATION FEE	\$95	\$95
RENEWAL FEE (ANNUAL)	\$95	\$95
HOUSEHOLD MOVER		
INITIAL APPLICATION FEE	\$500	\$500
RENEWAL FEE (QUARTERLY)	\$15 AND 1/10TH OF 1% OF REVENUE	\$15 AND 1/10TH OF 1% OF REVENUE
BEDDING RETAILER		
INITIAL LICENSE FEE	\$140	\$150
RENEWAL FEE (BIENNIAL)	\$140	\$150
CUSTOM UPHOLSTERER		
INITIAL LICENSE FEE	\$420	\$450
RENEWAL FEE (BIENNIAL)	\$420	\$450

License Type/Fee Type	Actual Fee	Statutory Limit
FURNITURE AND BEDDING RETAILER		
INITIAL LICENSE FEE	\$280	\$300
RENEWAL FEE (BIENNIAL)	\$280	\$300
FURNITURE AND BEDDING MANUFACTURER		
INITIAL LICENSE FEE	\$750	\$940
RENEWAL FEE (BIENNIAL)	\$750	\$940
FURNITURE AND BEDDING WHOLESALER		
INITIAL LICENSE FEE	\$625	\$675
RENEWAL FEE (BIENNIAL)	\$625	\$675
FURNITURE RETAILER		
INITIAL LICENSE FEE	\$140	\$150
RENEWAL FEE (BIENNIAL)	\$140	\$150
IMPORTER (INCLUDES OVERSEAS MANUFACTURERS)		
INITIAL LICENSE FEE	\$750	\$940
RENEWAL FEE (BIENNIAL)	\$750	\$940
SANITIZER		
INITIAL LICENSE FEE	\$420	\$450
RENEWAL FEE (BIENNIAL)	\$420	\$450
SUPPLY DEALER		
INITIAL LICENSE FEE	\$625	\$675
RENEWAL FEE (BIENNIAL)	\$625	\$675
THERMAL INSULATION MANUFACTURER		
INITIAL LICENSE FEE	\$2,000	\$8,000
RENEWAL FEE (ANNUAL)	\$2,000	\$2,500

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLIANCE SERVICE DEALER	300	328	2,244
BEDDING RETAILER	6	233	779
COMBINATION SERVICE DEALER	24	25	402
CUSTOM UPHOLSTERER	18	19	196
ELECTRONIC SERVICE DEALER	292	355	3,700
FURNITURE AND BEDDING MANUFACTURER	82	80	579
FURNITURE AND BEDDING RETAILER	284	356	5,783
FURNITURE AND BEDDING WHOLESALER	21	17	59
FURNITURE RETAILER	76	60	628
IMPORTER	788	755	1,862
SANITIZER	0	0	10
SERVICE CONTRACT ADMINISTRATOR	0	6	54

BUREAU OF HOUSEHOLD GOODS AND SERVICES

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
SERVICE CONTRACT SELLER	147	602	10,190
SUPPLY DEALER	2	2	41
THERMAL INSULATION MANUFACTURER	7	3	105
HOUSEHOLD MOVERS PERMIT	249	140	N/A
TOTAL	2,296	2,981	26,632

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLIANCE SERVICE DEALER	N/A	2,538	N/A
BEDDING RETAILER	N/A	2,245	N/A
COMBINATION SERVICE DEALER	N/A	406	N/A
CUSTOM UPHOLSTERER	N/A	476	N/A
ELECTRONIC SERVICE DEALER	N/A	4,089	N/A
FURNITURE AND BEDDING MANUFACTURER	N/A	1,467	N/A
FURNITURE AND BEDDING RETAILER	N/A	11,260	N/A
FURNITURE AND BEDDING WHOLESALER	N/A	183	N/A
FURNITURE RETAILER	N/A	2,079	N/A
IMPORTER	N/A	5,559	N/A
SANITIZER	N/A	24	N/A
SERVICE CONTRACT ADMINISTRATOR	N/A	57	N/A
SERVICE CONTRACT SELLER	N/A	11,847	N/A
SUPPLY DEALER	N/A	96	N/A
THERMAL INSULATION MANUFACTURER	N/A	114	N/A
HOUSEHOLD MOVERS PERMIT	1,051	N/A	N/A
TOTAL	1,051	42,440	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
APPLIANCE DEALER	EVERY YEAR	0
BEDDING RETAILER	EVERY 2 YEARS	0
COMBINATION SERVICE DEALER	EVERY YEAR	0
CUSTOM UPHOLSTERER	EVERY 2 YEARS	0
ELECTRONIC SERVICE DEALER	EVERY YEAR	0
HOUSEHOLD MOVER*	N/A	0
FURNITURE AND BEDDING MANUFACTURER	EVERY 2 YEARS	0
FURNITURE AND BEDDING RETAILER	EVERY 2 YEARS	0
FURNITURE AND BEDDING WHOLESALER	EVERY 2 YEARS	0
FURNITURE RETAILER	EVERY 2 YEARS	0
IMPORTER	EVERY 2 YEARS	0
SANITIZER	EVERY 2 YEARS	0
SERVICE CONTRACT ADMINISTRATOR	EVERY YEAR	0
SERVICE CONTRACT SELLER	EVERY YEAR	0
SUPPLY DEALER	EVERY 2 YEARS	0
THERMAL INSULATION MANUFACTURER	EVERY YEAR	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
HOUSEHOLD MOVER EXAM	125	14	139

*Household mover permit holders are not subject to renewal. In lieu of renewal, permit holders file quarterly reports with fees based on their income.

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,585	RECEIVED
915	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
907	REFERRED FOR INVESTIGATION
93	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

BUREAU OF HOUSEHOLD GOODS AND SERVICES

Inspections	
2,016	CONDUCTED
458	CITATIONS ISSUED

Investigations	
907	OPENED
553	CLOSED
620	PENDING

Number of Days to Complete Intake and Investigations	
388	UP TO 90 DAYS
72	91 TO 180 DAYS
50	181 DAYS TO 1 YEAR
42	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
159	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
350	ISSUED
78	ISSUED WITH A FINE
3	WITHDRAWN
0	DISMISSED
5	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$32,150	ASSESSED
\$2,485	REDUCED
\$11,650	COLLECTED

Criminal/Civil Actions	
3	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
2	CASES OPENED/INITIATED
2	CASES CLOSED
1	CASES PENDING

Number of Days to Complete AG Cases	
2	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
3	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
11	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
159	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS



The Landscape Architects Technical Committee’s (LATC’s) purpose is to act in an advisory capacity to the California Architects Board on examination and other matters pertaining to the regulation of the practice of landscape architecture in California.

www.latc.ca.gov

STAFF:

5 civil servant positions
0 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

3,729

COMMITTEE MEMBERSHIP:

5 licensees

COMMITTEE STAFF:

Executive Officer: Laura Zuniga
laura.zuniga@dca.ca.gov

Program Manager: Trish Rodriguez
trish.rodriguez@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions code §§ 5615–5683;

California Code of Regulations, Division 26, title 16, §§ 2602–2680.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Committee Highlights

RECIPROCITY

Pursuant to California Code of Regulations (CCR), title 16, Division 26, section 2615, in order to be eligible for reciprocal licensure in California, a candidate must be licensed as a landscape architect in another U.S. jurisdiction, Canadian province, or Puerto Rico by having passed a written examination substantially equivalent in scope and subject matter to the Landscape Architect Registration Examination (LARE), meet the education and training requirements for first-time exam candidates, and successfully complete the California Supplemental Examination. For purposes of reciprocity, the LATC recognizes two national examinations, which are the: 1) LARE; and 2) Uniform National Examination for Landscape Architects.

There is a \$35 fee for the LATC to review an LATC Reciprocity Application; to take the CSE, is a \$275 fee.

ACCOMPLISHMENTS

Member Appointments

Andrew Bowden was appointed by Governor Gavin Newsom on January 29, 2020. The LATC has all Committee seats filled.

Business Modernization

Completed the Functional Requirements document for the Business Modernization Plan, and previewed vendor demonstrations. Efforts continue toward identifying a new licensing and enforcement technology platform.

Regulatory Change Proposals

A regulatory package was prepared for CCR sections 2655 and 2656 to implement AB 2138 (Chiu, Chapter 995, Statutes of 2018). AB 2138 limits discretion in using prior criminal convictions and underlying acts as grounds for licensing determinations and establishes new prohibitions related to the denial, suspension, and revocation of licensure. The regulations include denial criteria and amends existing rehabilitation criteria.

A regulatory package was prepared to amend CCR sections 2611 (Abandonment of Application) and 2616 (Application for Licensure Following Examination) and adopt section 2611.5 (Retention of Candidate Files). These changes would define abandonment of a candidate’s application for examination, provide for the abandonment of a candidate’s application for licensure, and provide LATC authority for the retention and purging of candidate files.

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Staff submitted a regulatory package to amend CCR section 2620.5 (Requirements for an Approved Extension Certificate Program) to address the following in regulation: 1) extension certificate program approval, expiration, reauthorization, and extensions of said approval; 2) provisions for program site reviews; and 3) the information that shall be provided by the extension certificate program to evaluate the program’s compliance with the regulation.

Enhancements

LATC expanded its License Search page to include the Contractors State License Board’s license verification tool allowing consumers to easily access and verify licensure for a related profession such as a landscape contractor.

LATC initiated new occupational analysis processes to ensure that candidates are tested on current and relevant California-specific issues and other issues on the national examination are covered sufficiently.

It also commenced development of an online video tutorial to clarify the licensure process for candidates.

LATC also appointed a work group to review a University of California extension certificate program for approval.

NEW LEGISLATION

There was no enacted legislation solely related to the Committee in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type	Actual Fee	Statutory Limit
LANDSCAPE ARCHITECTS: APPLICATION FEE (LARE ELIGIBILITY)	\$35	\$100
LANDSCAPE ARCHITECTS: APPLICATION FEE (CSE)	\$35	\$100
LANDSCAPE ARCHITECTS: EXAMINATION FEE	\$275	N/A
LANDSCAPE ARCHITECTS: LICENSURE FEE	\$400	\$400
LANDSCAPE ARCHITECTS: BIENNIAL RENEWAL FEE	\$400	\$400

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
LANDSCAPE ARCHITECT	83	84	1,873
TOTAL	83	84	1,873

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
LANDSCAPE ARCHITECT	N/A	3,729	N/A
TOTAL	N/A	3,729	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
LANDSCAPE ARCHITECT LICENSE RENEWAL	EVERY 2 YEARS	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)			
SECTION 1: PROJECT AND CONSTRUCTION MANAGEMENT	71	46	117
SECTION 2: INVENTORY AND ANALYSIS	77	67	144
SECTION 3: DESIGN	81	49	130
SECTION 4: GRADING, DRAINAGE, AND CONSTRUCTION DOCUMENTATION	63	39	102
CSE			
CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	75	28	103

Summary of Enforcement Activity

Consumer Complaints—Intake	
16	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
16	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
18	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18	REFERRED FOR INVESTIGATION
0	PENDING

LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE

Inspections	
0	CONDUCTED
2	CITATIONS ISSUED

Investigations	
34	OPENED
33	CLOSED
9	PENDING

Number of Days to Complete Intake and Investigations	
27	UP TO 90 DAYS
3	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
71	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
2	ISSUED
2	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
224	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$2,000	ASSESSED
\$0	REDUCED
\$1,000	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$1,694.16	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
71	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS



Licenses and regulates physicians and surgeons, and certain allied healthcare professionals.

www.mbc.ca.gov

STAFF:

177.1 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

168,187

BOARD MEMBERSHIP:

7 public representatives
8 licensees

BOARD STAFF:

Executive Director: William Prasifka
william.prasifka@mbc.ca.gov

Deputy Director: Reji Varghese
reji.varghese@mbc.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2000–2448,
§§ 2500–2529.6, §§ 3575–3579

California Code of Regulations, Division 13,
title 16, §§ 1300–1379.78.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

The California Medical Practice Act does not allow for license reciprocity between states. Out-of-state applicants who are licensed in another state must apply and meet California licensing requirements before a license can be issued. Business and Professions Code sections 2135, 2135.5 and 2135.7 provide some exceptions when minimum requirements are deficient.

ACCOMPLISHMENTS

COVID-19 Licensing Waivers

With the emergence of COVID-19 forcing California into a state of emergency, Governor Gavin Newsom put a call out to physicians and allied healthcare providers – both in California and across the US – to assist the state during the global pandemic. Governor Newsom signed Executive Order N-39-20, which empowered the director of the Department of Consumer Affairs (DCA) to waive specified licensing requirements for physicians and licensed midwives seeking license re-activation from a retired, inactive, or canceled license status, and physicians and licensed midwives seeking license renewal during the state of emergency. The waivers allow physicians and licensed midwives with a retired, inactive, or canceled license to re-activate their license without paying fees, or to complete or demonstrate continuing medical education (CME) requirements. Similarly, the Board delayed CME requirements for licensed physicians and licensed midwives with a license expiration date within a specified timeframe. In all, the Board re-activated 71 retired, inactive, or canceled physician licenses, and issued renewals to 478 licensees under these waivers.

The DCA director also issued a waiver to extend the deadline from July 1, 2020, to October 31, 2020, for certain individuals enrolled in an approved postgraduate training program to obtain a postgraduate training license.

New Executive Management Team

Fiscal year 2019-20 brought several new faces to the Board's executive management team. The Board's new executive director, William Prasifka, began his stewardship of the Board near the close of the fiscal year. Mr. Prasifka has provided the Board with dedicated leadership during the height of the global pandemic in California. The Board also welcomed Deputy Director Reji Varghese, Chief of Enforcement Jenna Jones, Chief of Licensing Marina O'Connor, and Chief of Legislative and Public Affairs Aaron Bone to its executive management team.

Fee Increase

The rising cost of expenditures, many beyond the Board's control, and the Board's inadequate initial licensing and renewal fee amounts (which have not been increased in 14 years) have placed the Board on track for fiscal insolvency. In response to its structural imbalance, the Board directed staff to seek a statutory fee increase in its licensing fees and an amendment to Business and Professions Code (BPC) section 2435 to increase the Board's allowable reserve amount. These changes would provide the Board sufficient revenue to accommodate current and near-term needs and the flexibility to address unanticipated expenses. The fee increase would include an increase to the physician and surgeon initial license and renewal fee from \$783 to \$1,150. An amendment to BPC section 2435 would increase the minimum months needed in reserve. Board staff continues to work with the Legislature, and expects a fee increase to pass sometime in 2021.

Online Portal Streamlines Licensing

The Board developed the Direct Online Certification Submission (DOCS) portal to facilitate efficient, electronic submission of primary source documents from medical schools and postgraduate training programs.

In December 2019, the Program successfully implemented a soft rollout of DOCS utilizing several medical schools in California to test the system and resolve any issues prior to full implementation. By March 2020, the portal was available to all medical schools and postgraduate training programs.

DOCS helps the Board achieve its strategic goal of eliminating lost documents and streamlining the licensing process, thus improving customer service.

During the State of California's emergency response to the COVID-19 pandemic, DOCS supported medical schools that were closed or whose employees worked remotely by providing an option to submit required documentation electronically.

As of July 1, 2020, 60 medical schools registered on the DOCS portal and the Board authorized 82 users to upload documentation on behalf of their institution. The Licensing Program also registered 78 postgraduate training programs, 876 specialty programs, and authorized 265 users to upload documentation on behalf of their program.

The growth of DOCS has created new opportunities to streamline the Licensing Program's processes, allowing the Board to continue licensing physicians and surgeons on a daily basis in support of the Board's mission to protect healthcare consumers through proper licensing.

Adjusting to COVID-19

COVID-19 made a significant and direct impact on the Board's everyday operations. In response to the pandemic, the Board moved its quarterly Board Meeting from an in-person format to an online format through the WebEx platform. The Board plans to hold future meetings via WebEx through at least the remainder of the 2020 calendar year. Staff is of utmost importance to the Board and many of them are telecommuting on either a full- or part-time basis. The Board's Business Services Office (BSO) procured and disseminated personal protective equipment including face masks, gloves, and hand sanitizer to all staff, and placed social distancing markers throughout the office. BSO staff also posted signage at various building entry points and areas of high traffic regarding the wearing of face coverings and proper hygiene, and worked with building management to develop a cleaning and sanitizing strategy for the office. The Board closed its office to the public for several weeks, but has since re-opened its front lobby, requiring face coverings and social distancing of visitors and staff. Conference room capacities were amended to support social distancing recommendations, and the Board began using Microsoft Teams to host many staff meetings. Additionally, the Board issued safety and health guidelines to staff through its Reopening Plan, which featured information on social distancing, face coverings, health self-screening, hand hygiene, cleaning and disinfection, protocols for COVID-19 positive employees or employees with symptoms, and employee training and resources.

Meeting with Patient Advocates

In keeping with its mission of consumer protection, Board staff hosted a second round table discussion with consumer advocates, following its January 2020 Board Meeting. This was an open dialogue with advocates about the Board, to discuss the Board's enforcement process, and listen to their concerns. The Board heard from several consumer advocates and explored ways to improve its enforcement efforts.

NEW LEGISLATION

AB 2273 (Bloom, Chapter 280, Statutes of 2020) allows certain qualified physicians to obtain a special permit to practice medicine in an academic medical center (AMC), as defined. The bill allows up to five special faculty permits per year to be granted to AMCs and adds one representative of AMCs to the special faculty permit review committee.

License Requirements*

License Requirements	Y/N
PHYSICIAN AND SURGEON	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENTS	Y
LICENSED MIDWIFE	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENTS	Y
RESEARCH PSYCHOANALYST	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y
FICTITIOUS NAME PERMIT	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	N
SPECIAL PROGRAMS (INDIVIDUAL)	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y
SPECIAL FACULTY PERMIT	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENTS	Y
POLYSOMNOGRAPHIC TRAINEE	
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y

License Requirements	Y/N
POLYSOMNOGRAPHIC TECHNICIAN	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y
POLYSOMNOGRAPHIC TECHNOLOGIST	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y
POSTGRADUATE TRAINING LICENSE	
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENTS	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
PHYSICIAN AND SURGEON		
APPLICATION FEE	\$442**	\$442
INITIAL LICENSE FEE	\$783	\$790
BIENNIAL RENEWAL FEE	\$783	\$790
POSTGRADUATE TRAINING LICENSE		
APPLICATION FEE	\$442**	\$442
SPECIAL FACULTY PERMIT		
SPECIAL FACULTY PERMIT APPLICATION FEE	\$442**	\$442
SPECIAL FACULTY PERMIT INITIAL LICENSE FEE	\$783	\$790
SPECIAL FACULTY PERMIT BIENNIAL RENEWAL FEE	\$783	\$790
SPECIAL PROGRAMS APPLICATION FEE	\$86	\$86
SPECIAL PROGRAMS ANNUAL RENEWAL FEE	\$43	\$43
FICTITIOUS NAME PERMIT FEE	\$50	\$50
FICTITIOUS NAME PERMIT BIENNIAL RENEWAL FEE	\$40	\$40
LICENSED MIDWIFE		
INITIAL FEE	\$300**	\$300
BIENNIAL RENEWAL FEE	\$200	\$200

License Type	Actual Fee	Statutory Limit
POLYSOMNOGRAPHIC		
TRAINEE APPLICATION FEE	\$100**	\$100
TRAINEE RENEWAL FEE	\$100	\$100
TECHNICIAN APPLICATION FEE	\$100**	\$100
TECHNICIAN REGISTRATION FEE	\$100	\$100
TECHNOLOGIST APPLICATION FEE	\$100**	\$100
TECHNOLOGIST REGISTRATION FEE	\$100	\$100
BIENNIAL RENEWAL FEE: TRAINEE, TECHNICIAN, AND TECHNOLOGIST	\$150	\$150
RESEARCH PSYCHOANALYST		
INITIAL FEE	\$100**	\$100
BIENNIAL RENEWAL FEE	\$50	\$50

*Additional fees may be required. Refer to the laws and regulation for details.

**Additional \$49 Department of Justice (DOJ)/FBI fingerprint fee required.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT (MBC)	1,398	1,255	5,409
LICENSED MIDWIFE	32	35	201
PHYSICIAN AND SURGEON (MBC)	5,629	6,072	71,024
POLYSOMNOGRAPHIC TECHNICIAN	35	30	37
POLYSOMNOGRAPHIC TECHNOLOGIST	39	35	169
POLYSOMNOGRAPHIC TRAINEE	14	14	14
RESEARCH PSYCHOANALYST	5	4	69
SPECIAL FACULTY PERMIT	4	3	7
SPECIAL PROGRAMS (INDIVIDUAL)	55	51	93
POSTGRADUATE TRAINING LICENSE	4,122	1,925	N/A
TOTAL	11,333	9,424	77,023

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT (MBC)	12,981	0	0
LICENSED MIDWIFE	0	460	0
PHYSICIAN AND SURGEON (MBC)	0	152,402	0
POLYSOMNOGRAPHIC TECHNICIAN	0	144	0
POLYSOMNOGRAPHIC TECHNOLOGIST	0	668	0
POLYSOMNOGRAPHIC TRAINEE	0	57	0

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESEARCH PSYCHOANALYST	0	82	0
SPECIAL FACULTY PERMIT	24	0	0
SPECIAL PROGRAMS (INDIVIDUAL)	0	244	0
POSTGRADUATE TRAINING LICENSE	0	1,925	0
TOTAL	13,005	155,182	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PHYSICIAN AND SURGEON	EVERY 2 YEARS	50
SPECIAL FACULTY PERMIT	EVERY 2 YEARS	50
SPECIAL PROGRAMS (INDIVIDUAL)	EVERY 2 YEARS	N/A
FICTITIOUS NAME PERMIT	EVERY 2 YEARS	N/A
LICENSED MIDWIFE	EVERY 2 YEARS	36
POLYSOMNOGRAPHIC TRAINEE	EVERY 2 YEARS	N/A
POLYSOMNOGRAPHIC TECHNICIAN	EVERY 2 YEARS	N/A
POLYSOMNOGRAPHIC TECHNOLOGIST	EVERY 2 YEARS	N/A
RESEARCH PSYCHOANALYST	EVERY 2 YEARS	N/A
POSTGRADUATE TRAINING LICENSE	N/A	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A			

Summary of Enforcement Activity PHYSICIAN AND SURGEON (8002, 8009, 8011)

Consumer Complaints—Intake	
10,576	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
10,949	REFERRED FOR INVESTIGATION
219	PENDING

Conviction/Arrest Notification Complaints	
292	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
309	REFERRED FOR INVESTIGATION
2	PENDING

MEDICAL BOARD OF CALIFORNIA

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
11,258	OPENED
13,199	CLOSED
6,002	PENDING

Number of Days to Complete Intake and Investigations	
5,257	UP TO 90 DAYS
2,407	91 TO 180 DAYS
3,162	181 DAYS TO 1 YEAR
1,829	1 TO 2 YEARS
524	2 TO 3 YEARS
20	OVER 3 YEARS
202	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
62	ISSUED
60	ISSUED WITH A FINE
6	WITHDRAWN
0	DISMISSED
371	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$47,850	ASSESSED
\$350	REDUCED
\$27,000	COLLECTED

Criminal/Civil Actions	
36	REFERRALS FOR CRIMINAL/CIVIL ACTION
21	CRIMINAL ACTIONS FILED
3	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
613	CASES OPENED/INITIATED
346	CASES CLOSED
459	CASES PENDING

Number of Days to Complete AG Cases	
37	UP TO 1 YEAR
67	1 TO 2 YEARS
84	2 TO 3 YEARS
158	OVER 3 YEARS
1,020	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
13	STATEMENTS OF ISSUES FILED
308	ACCUSATIONS FILED
30	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION FILED
56	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
20	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
3	LICENSE APPLICATIONS DENIED
28	REVOCAION
89	SURRENDER OF LICENSE
4	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
152	PROBATION ONLY
107	PUBLIC REPRIMAND
0	OTHER DECISIONS
383	TOTAL

Subsequent Disciplinary Administrative Outcomes/Final	
7	REVOCAION
7	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
14	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS
29	TOTAL

Petition for Modification or Termination of Probation	
37	GRANTED
17	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
9	GRANTED
9	DENIED

Cost Recovery to DCA	
\$5,000	ORDERED
\$51,800	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
12	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
204	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
396	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity LICENSED MIDWIFE (8001)

Consumer Complaints – Intake	
39	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
44	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
1	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
45	OPENED
48	CLOSED
19	PENDING

Number of Days to Complete Intake and Investigations	
24	UP TO 90 DAYS
6	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
3	1 TO 2 YEARS
4	2 TO 3 YEARS
1	OVER 3 YEARS
202	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
4	CASES OPENED/INITIATED
0	CASES CLOSED
3	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
1	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Subsequent Disciplinary Administrative Outcomes/Final	
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
11	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
202	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity RESEARCH PSYCHOANALYST (8003)

Consumer Complaints—Intake	
7	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
7	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
7	OPENED
8	CLOSED
1	PENDING

Number of Days to Complete Intake and Investigations	
4	UP TO 90 DAYS
1	91 TO 180 DAYS
1	181 DAYS TO 1 YEAR
2	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
165	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Subsequent Disciplinary Administrative Outcomes/Final	
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
13	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
165	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS

Summary of Enforcement Activity POLYSOMNOGRAPHY (8012)

Consumer Complaints—Intake	
9	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
9	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
11	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
14	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
23	OPENED
21	CLOSED
16	PENDING

MEDICAL BOARD OF CALIFORNIA

Number of Days to Complete Intake and Investigations	
10	UP TO 90 DAYS
3	91 TO 180 DAYS
3	181 DAYS TO 1 YEAR
3	1 TO 2 YEARS
2	2 TO 3 YEARS
0	OVER 3 YEARS
230	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
0	ISSUED
0	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$0	ASSESSED
\$0	REDUCED
\$0	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
4	CASES OPENED/INITIATED
1	CASES CLOSED
3	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
1	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
695	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
2	ACCUSATIONS FILED
0	PETITIONS TO REVOKE PROBATION/ACCUSATIONS AND PETITION TO REVOKE PROBATION FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
1	TOTAL

Subsequent Disciplinary Administrative Outcomes/Final	
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
29	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
17	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
230	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
170	AVERAGE NUMBER OF DAYS



NATUROPATHIC MEDICINE COMMITTEE

Licenses and regulates naturopathic doctors.

www.naturopathic.ca.gov

STAFF:

1 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

1,172

BOARD MEMBERSHIP:

2 public representatives
5 licensees
2 physicians (MD/DO)

BOARD STAFF:

Executive Officer: Rebecca Mitchell
rebecca.mitchell@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code, Division 2,
Chapter 8.2 §§ 3610–3686

California Code of Regulations, Division 40,
title 16, §§ 4200–4268

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

Business and Professions Code section 3633 provides information on reciprocity.

ACCOMPLISHMENTS

Business Modernization

The Committee conducted a study of naturopathic scopes in other states and found that due to limited scope, California severely lacked in the services that are provided to California consumers. A second follow-up study found that the vast percentage of naturopathic doctors (NDs) in California provide medical services to the largest populations of underserved communities and rural areas. The Committee plans on requesting changes to modernize the scope to match neighboring states.

Strategic Plan

The Committee objectively developed and adopted a new Strategic Plan focusing on outreach and education for consumers and licensees, enforcement efforts, legislative and regulatory areas of the Naturopathic Doctors Act that need to be reviewed and possibly amended, administration, and licensing.

Consumer Protection

The Committee continued to conduct meetings of the Intravenous and Advanced Therapy subcommittee. The subcommittee reviewed the current laws and developed and recommended regulatory language that includes additional training and recertification for the safe and effective use of IV and advanced injection therapies in naturopathic medicine.

Further studies surrounding unlicensed practice were conducted. The high percentage of enforcement cases surrounding unlicensed practice by “naturopaths” has been a burden on the Committee. Valuable resources are used to investigate and process complaints on individuals who are not able to become licensed due to education and training requirements. The Committee has used the enforcement unit to educate the individuals prior to taking enforcement actions. Most of the time compliance is obtained, however there is a major concern that the consumer still believes that the term “naturopathic practitioner” is a licensed naturopathic doctor. The Committee plans to continue monitoring the unlicensed practice and ramp up efforts to further protect consumers from those not licensed and regulated to provide naturopathic medicine.

The Committee completed the requirements for AB 2138 (Chiu, Chapter 995, Statutes of 2018) and have made the changes mandated to implement the intent of AB 2138.

NATUROPATHIC MEDICINE COMMITTEE

Implementation will increase opportunities for those with prior convictions or disciplinary action to obtain licensure if evidence points to rehabilitation. This would increase the employment opportunities for these individuals, making them less likely to reoffend in the future. If additional individuals are able to obtain a license, this would also increase the supply of naturopathic doctors, which could increase consumers' ability to access needed primary care services. (Currently awaiting Office of Administrative Law approval.)

The licensing unit continues to exceed the Committee's licensing performance target processing times. This meets the Committee's goals of providing excellent services to the licensees while protecting consumers.

The Committee continues to increase performance and efficiencies in investigating and processing enforcement cases by utilizing best practices.

COVID-19

During the unprecedented COVID-19 pandemic, the Committee made immediate changes in office policies to keep staff safe and properly protected in accordance with the Center for Disease Control and California Department of Public Health guidelines. With assistance and support from DCA, the Committee was able to have the technological resources needed to continue providing all services to both licensees and consumers without any delays or backlogs.

NEW LEGISLATION

There was no enacted legislation solely related to the Committee in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
NATUROPATHIC DOCTORS APPLICATION (1020)	\$400	\$500
NATUROPATHIC DOCTORS INITIAL LICENSE FEE (1021)	\$1,000	\$1,200
NATUROPATHIC DOCTORS LICENSE RENEWAL FEE (2020)	\$1,000	\$1,200

License Type	Actual Fee	Statutory Limit
NATUROPATHIC DOCTORS LATE RENEWAL FEE	\$225	\$225
NATUROPATHIC DOCTORS DUPLICATE/REPLACE LIC FEE	\$38	\$38
NATUROPATHIC DOCTORS CERTIFIED LICENSE VERIFICATION FEE	\$30	\$30

*Additional fees may be required. Refer to the BPC § 3680-3681 and CCR § 4240 for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
NATUROPATHIC DOCTOR	118	96	396
TOTAL	118	96	396

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
NATUROPATHIC DOCTOR	0	1,172	0
TOTAL	0	1,172	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
GENERAL	BIENNIAL	40
PHARMACOTHERAPEUTICS	BIENNIAL	20

Exams Results*			
EXAM TITLE	PASS	FAIL	TOTAL
NATUROPATHIC PHYSICIANS LICENSING EXAMINATION (NPLEX)	73 (81%)	27 (19%)	90

*The Naturopathic Physicians Licensing Examination (NPLEX) is administered by North American Board of Naturopathic Examiners (NABNE). Pass/fail scores are based on both first time and retest takers.

Summary of Enforcement Activity

Consumer Complaints—Intake	
62	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
63	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
8	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
9	REFERRED FOR INVESTIGATION
0	PENDING

NATUROPATHIC MEDICINE COMMITTEE

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
72	OPENED
70	CLOSED
60	PENDING

Number of Days to Complete Intake and Investigations	
45	UP TO 90 DAYS
6	91 TO 180 DAYS
7	181 DAYS TO 1 YEAR
10	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
151	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1	ISSUED
1	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
596	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$1,000	ASSESSED
\$0	REDUCED
\$1,000	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
0	CASES OPENED/INITIATED
0	CASES CLOSED
0	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
0	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
0	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
0	REVOCAION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
0	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
28	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
79	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
0	AVERAGE NUMBER OF DAYS



Licenses and regulates occupational therapists and occupational therapy assistants.

www.bot.ca.gov

STAFF:

14.2 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

18,308

BOARD MEMBERSHIP:

3 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Heather Martin
heather.martin@dca.ca.gov

Assistant Executive Officer: Jeff Hanson
jeff.hanson@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Codes §§ 2570–2571

California Code of Regulations, Division 39,
title 16, §§ 4100–4187

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

License Portability

The California Board of Occupational Therapy was fortunate to have its Board president and executive officer participate in a national workgroup of regulators, attorneys and educators, to help develop an Occupational Therapy Licensure Compact (OT Compact). The OT Compact would facilitate interstate practice of occupational therapy (license portability) among compact member states, with the goal of improving public access to occupational therapy services.

Improving license portability for health care licensees is a trending public policy topic, intended to support military spouses of relocating military members, address technological advancements in healthcare delivery and recognize the increased mobility of society, including that of both patients and practitioners. Approval of a licensure compact requires legislation in order for states to become members and a minimum of 10 states to enact the Compact.

Online Renewal

The Board promoted paperless renewal by revising its renewal notification to include directions to access the online renewal service and eliminate the renewal coupon. This change resulted in 96% of Board licensees using the online renewal service, an improvement of 77% from fiscal year 2017-18. Other online services available include the ability to: submit an address change, submit a name change request, submit an application for advanced practice approval, request a license verification be sent to another jurisdiction, place a license on retired status and request a replacement license.

Strategic Plan

In January 2020, the Board adopted its 2020–24 Strategic Plan, which identifies goals and objectives to continue to achieve its mission of consumer protection. The Strategic Plan continued the focus on effective (and timely) investigation of complaints, concluding with an appropriate response; enhanced outreach to licensees, applicants and students; and increased use of social media.

Social Media

The Board increased its use of social media platforms as well as Listserv to advise stakeholders of important messages, including COVID-19 related updates and

reminders, information regarding waivers issued by the director of the Department of Consumer Affairs, notices of BreEZe closures, reminders regarding the census and power alerts, as well as Board Meeting reminders.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
OT/OTA APPLICATION FEE	\$50	\$50
OT/OTA FINGERPRINT PROCESSING FEE	\$49	N/A
OT/OTA LIMITED PERMIT FEE	\$100	N/A
OT INITIAL LICENSE FEE (PRORATED)	\$220	N/A
OTA INITIAL LICENSE FEE (PRORATED)	\$180	N/A
OT BIENNIAL RENEWAL FEE	\$220	\$150/YEAR
OTA BIENNIAL RENEWAL FEE	\$180	\$150/YEAR
OT DELINQUENT RENEWAL FEE	\$110	50% RENEWAL FEE
OTA DELINQUENT RENEWAL FEE	\$90	50% RENEWAL FEE
OT /OTA RETIRE LICENSE FEE	\$25	\$25
OT/OTA APPLICANT NATIONAL PRACTITIONER QUERY	\$2	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
OCCUPATIONAL THERAPIST (OT)	1,432	1,160	6,859
OCCUPATIONAL THERAPIST LIMITED PERMIT (OTLP)	74	31	N/A
OCCUPATIONAL THERAPY ASSISTANT (OTA)	475	403	1,568
OCCUPATIONAL THERAPY ASSISTANT LIMITED PERMIT (OTLAP)	22	12	N/A
TOTAL	2,003	1,606	8,427

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
OCCUPATIONAL THERAPIST (OT)	N/A	14,682	N/A
OCCUPATIONAL THERAPIST LIMITED PERMIT (OTLP)	4	N/A	N/A
OCCUPATIONAL THERAPY ASSISTANT (OTA)	N/A	3,622	N/A
OCCUPATIONAL THERAPY ASSISTANT LIMITED PERMIT (OTLAP)	N/A	N/A	N/A
TOTAL	4	18,304	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
OCCUPATIONAL THERAPIST	BIENNIALY	24
OCCUPATIONAL THERAPY ASSISTANT	BIENNIALY	24

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NBCOT–OTR	891	111	1,002
NBCOT–COTA	324	99	423

Summary of Enforcement Activity

Consumer Complaints—Intake	
597	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
596	REFERRED FOR INVESTIGATION
1	PENDING

Conviction/Arrest Notification Complaints	
111	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
111	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
707	OPENED
698	CLOSED
345	PENDING

CALIFORNIA BOARD OF OCCUPATIONAL THERAPY

Number of Days to Complete Intake and Investigations	
409	UP TO 90 DAYS
115	91 TO 180 DAYS
93	181 DAYS TO 1 YEAR
63	1 TO 2 YEARS
3	2 TO 3 YEARS
15	OVER 3 YEARS
158	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
263	ISSUED
263	ISSUED WITH A FINE
9	WITHDRAWN
13	DISMISSED
201	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$63,035	ASSESSED
\$5,140	REDUCED
\$48,450	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
25	CASES OPENED/INITIATED
21	CASES CLOSED
22	CASES PENDING

Number of Days to Complete AG Cases	
8	UP TO 1 YEAR
8	1 TO 2 YEARS
4	2 TO 3 YEARS
1	OVER 3 YEARS
528	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
11	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
5	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
7	REVOCAION
3	SURRENDER OF LICENSE
2	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
4	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
16	TOTAL

Petition for Modification or Termination of Probation	
1	GRANTED
1	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
3	GRANTED
0	DENIED

Cost Recovery to DCA	
\$35,457.20	ORDERED
\$18,588	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$150,000	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$150,000	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
1	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
154	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
373	AVERAGE NUMBER OF DAYS



Licenses, registers, and regulates optometrists, registered dispensing opticians, contact lens dispensers, spectacle lens dispenser and nonresident contact lens dispensers.

www.optometry.ca.gov

STAFF:

12.4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

31,937

BOARD MEMBERSHIP:

5 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Shara Murphy
shara.murphy@dca.ca.gov

Assistant Executive Officer: Cheree Kimball
cheree.kimball@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2540–2545;
§§ 2546–2546.10; §§ 2550–2569; §§ 3000–3167;

California Code of Regulations, Division 15,
title 16, §§ 1500–1582;

California Code of Regulations, Division 13.5,
title 16, §§ 1399.200–1399.285.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 3057, optometrists licensed in another state prior to January 1, 2000, may apply for licensure if they meet specified requirements, including the certification requirements of Business and Professions Code section 3041.3 to use therapeutic pharmaceutical agents, pay the application fee, and take the Board's jurisprudence exam. For those licensed in another state after January 1, 2000, all requirements are the same except that they must also pass parts one through three of the National Board of Examiners in Optometry exam as well as the treatment and management of ocular disease component of the same national exam.

ACCOMPLISHMENTS

Licensing

Spectacle Lens Dispenser Occupational Analysis—An occupational analysis was completed in 2020 and the results presented to the Dispensing Optician Committee (DOC) at the June 2020 meeting. The information will be used to help inform decisions made by the DOC and the Board.

Legislation and Regulations

AB 896 (Low, Chapter 121, Statutes of 2020)—Board staff worked closely with Assembly Member Low and stakeholders on proposed legislation to combine the optician and optometry funds and to implement reporting and registration requirements for mobile optometric offices.

Implementation of Assembly Bill 2138 (Chiu, Chapter 995, Statutes of 2018)—the Board finalized regulations implementing AB 2138. The rulemaking package will be submitted to Office of Administrative Law (OAL) for approval this fall.

AB 443 Implementation—The Board approved regulations implementing AB 443 (Salas, Chapter 549, Statutes of 2017), which allows Optometrists to administer certain immunizations. The rulemaking package is currently being reviewed by DCA before a public comment period.

Optician Statutory Review—Board staff and committee members, throughout four public meetings, completed a comprehensive review of the Optician Program Statutes (Division 2, Chapters 5.4, 5.45, 5.5) for a potential legislative bill in 2021. These changes will improve consumer protection, improve enforcement processes and clarify and strengthen existing processes. This proposal will be submitted to the Legislature for a potential bill in 2021 or 2022.

Optician Program Regulatory Updates—The DOC reviewed and approved Board staff’s updates to the optician program regulations with Board review to follow this fall. These changes will strengthen consumer protection, improve application requirements and place current processes and procedures into law.

Enforcement

Optometry Disciplinary Guidelines—Board staff finalized improvements to the Optometry Disciplinary Guidelines, which were approved by the Board in December. The proposed changes improve disciplinary processes and update terms and conditions of probation. The regulatory rulemaking package is currently being finalized with staff before submittal to DCA.

Optician Disciplinary Guidelines—Board staff and committees finalized the Optician Disciplinary Guidelines, which will be reviewed by the Board this fall. The proposed changes strengthen disciplinary processes and set out terms and conditions of probation for optician registrants.

Telemedicine—As telemedicine is an emerging delivery model for optometry, especially in light of the COVID-19 pandemic, the Board has been at the forefront of the discussion of these issues. Throughout two public meetings and several workgroup meetings, Board staff presented research on various telemedicine scenarios, technologies and best practices within the optometry profession, with the Board providing direction for further research to develop a comprehensive telemedicine policy in 2021–22.

Outreach and Communication

The Board completed a series of frequently asked questions for opticians and optometrists on its website and updated various pages to provide more useful and pertinent information. Board staff prepared presentations for students at optometry and opticianry schools in California and presented them both in person and virtually.

Organizational Effectiveness

Board staff continued updating procedure manuals, and began implementing cross training of staff. Board staff prepared for the upcoming Strategic Plan update and sunset review.

Board staff moved twice to facilitate the remodel of the Board’s office. The remodel reduced the total square footage of the office, allowing for a reduction in the Board’s rent.

NEW LEGISLATION

AB 896 (Low, Chapter 121, Statutes of 2020) merges the Dispensing Opticians Fund into the Optometry Fund and requires the funds to be merged by July 1, 2022. It also creates a new registration type for mobile optometric offices, defined as a type of nonprofit or charitable organization that provides optometry services regardless of a patient’s ability to pay. This bill requires the Board to adopt regulations establishing the new registration by January 1, 2022.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
OPTOMETRY LICENSE		
OPT LICENSE APP – OPTOMETRIST	\$275.00	\$275.00
OPT BIENNIAL RENEWAL (PRIOR TO 4/09)	\$300.00	
OPT BIENNIAL RENEWAL (EFF. 4/09)	\$425.00	\$500.00
OPT DELINQUENT RENEWAL (PRIOR TO 4/09)	\$25.00	
OPT DELINQUENT RENEWAL (EFF. 4/09)	\$50.00	\$50.00
OPT DUPLICATE WALL CERTIFICATE	\$25.00	\$25.00
FICTITIOUS NAME PERMIT (FNP)		
FNP APPLICATION FEE	\$50.00	\$50.00
FNP RENEWAL (PRIOR TO 4/09)	\$10.00	
FNP RENEWAL (EFF. 4/09)	\$50.00	\$50.00
FNP DELINQUENT RENEWAL (PRIOR TO 4/09)	\$10.00	
FNP DELINQUENT RENEWAL (EFF. 4/09)	\$25.00	\$25.00
STATEMENT OF LICENSURE (SOL)		
SOL APPLICATION FEE	\$40.00	\$40.00
SOL RENEWAL (EFF. 4/09)	\$40.00	\$40.00
SOL DELINQUENT RENEWAL	\$20.00	\$20.00
BRANCH OFFICE LICENSE (BOL) – NO LONGER USED AS OF 2019		
BOL APP FEE	\$75.00	
BOL RENEWAL (PRIOR TO 4/09)	\$60.00	
BOL RENEWAL (EFF. 4/09)	\$0.00	
BOL DELINQUENT RENEWAL (EFF. 4/09)	\$25.00	

License Type	Actual Fee	Statutory Limit
OTHER FEES		
THERAPEUTIC PHARMACEUTICAL AGENTS (TPA) CERTIFICATION	\$25.00	
GLAUCOMA CERTIFICATION	\$35.00	\$50.00
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	\$25.00	\$50.00
CONTINUING EDUCATION COURSE APPROVAL	\$50.00	\$100.00
RETIRED LICENSE APP	\$25.00	\$25.00
RETIRED/VOLUNTEER APP	\$50.00	\$50.00
RETIRED VOLUNTEER RENEWAL	\$50.00	\$50.00
REGISTERED DISPENSING OPTICIAN (RDO) REGISTRATION		
RDO APPLICATION FEE	\$150.00	\$200.00
RDO INITIAL REGISTRATION FEE	\$200.00	\$300.00
RDO BIENNIAL RENEWAL	\$200.00	\$300.00
RDO DELINQUENT RENEWAL	\$50.00	\$75.00
RDO DUPLICATE REPLACEMENT CERTIFICATION	\$25.00	\$25.00
SPECTACLE LENS DISPENSER (SLD) REGISTRATION		
SLD APPLICATION FEE	\$150.00	\$200.00
SLD INITIAL REGISTRATION FEE	\$200.00	\$300.00
SLD BIENNIAL RENEWAL	\$200.00	\$300.00
SLD DELINQUENT RENEWAL	\$50.00	\$75.00
SLD DUPLICATE REPLACEMENT CERTIFICATION	\$25.00	\$25.00
CONTACT LENS DISPENSER (CLD) REGISTRATION		
CLD APPLICATION FEE	\$150.00	\$200.00
CLD INITIAL REGISTRATION FEE	\$200.00	\$300.00
CLD BIENNIAL RENEWAL	\$200.00	\$300.00
CLD DELINQUENT RENEWAL	\$50.00	\$75.00
CLD DUPLICATE REPLACEMENT CERTIFICATION	\$25.00	\$25.00
NON-RESIDENT CONTACT LENS SELLER (NCLS) REGISTRATION		
NCLS APPLICATION FEE	\$150.00	\$200.00
NCLS INITIAL REGISTRATION FEE	\$150.00	\$200.00
NCLS BIENNIAL RENEWAL	\$200.00	\$300.00
NCLS DELINQUENT RENEWAL	\$50.00	\$75.00

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
DIAGNOSTIC PHARMACEUTICAL AGENT CERTIFICATION	0	0	N/A
FICTITIOUS NAME PERMIT (CBO)	134	126	1,464
GLAUCOMA CERTIFICATION	83	29	N/A
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	10	2	N/A
NONRESIDENT CONTACT LENS SELLER	3	3	5
OPTOMETRIST	225	311	3,322
REGISTERED CONTACT LENS DISPENSER	115	104	428
REGISTERED DISPENSING OPTICIAN	166	112	436
REGISTERED SPECTACLE LENS DISPENSER	493	457	1,024
STATEMENT OF LICENSURE	368	320	443
THERAPEUTIC PHARMACEUTICAL AGENT CERTIFICATION	0	0	N/A
TOTAL	1,597	1,464	8,109

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
DIAGNOSTIC PHARMACEUTICAL AGENT CERTIFICATION	369	N/A	0
FICTITIOUS NAME PERMIT (CBO)	1,710	N/A	0
GLAUCOMA CERTIFICATION	5,137	N/A	0
LACRIMAL IRRIGATION AND DILATION CERTIFICATION	5,250	N/A	0
NONRESIDENT CONTACT LENS SELLER	N/A	18	0
OPTOMETRIST	N/A	8,517	0
REGISTERED CONTACT LENS DISPENSER	N/A	1,523	0
REGISTERED DISPENSING OPTICIAN	N/A	1,504	0
REGISTERED SPECTACLE LENS DISPENSER	N/A	4,097	0
STATEMENT OF LICENSURE	1,977	N/A	0
THERAPEUTIC PHARMACEUTICAL AGENT CERTIFICATION	1,835	N/A	0
TOTAL	16,278	15,659	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
OPTOMETRIST	EVERY 2 YEARS	40-50
BRANCH OFFICE LICENSE	EVERY 2 YEARS	N/A
STATEMENT OF LICENSURE	EVERY 2 YEARS	N/A
FICTITIOUS NAME PERMIT	EVERY YEAR	N/A
REGISTERED DISPENSING OPTICIAN	EVERY 2 YEARS	N/A
REGISTERED CONTACT LENS DISPENSER	EVERY 2 YEARS	N/A
REGISTERED SPECTACLE LENS DISPENSER	EVERY 2 YEARS	N/A
NONRESIDENT CONTACT LENSE SELLER	EVERY 2 YEARS	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA LAWS AND REGULATIONS EXAM	315	37	352

Summary of Enforcement Activity

Consumer Complaints—Intake	
285	RECEIVED
83	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
193	REFERRED FOR INVESTIGATION
9	PENDING

Conviction/Arrest Notification Complaints	
85	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
85	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
278	OPENED
401	CLOSED
234	PENDING

Number of Days to Complete Intake and Investigations	
232	UP TO 90 DAYS
43	91 TO 180 DAYS
58	181 DAYS TO 1 YEAR
55	1 TO 2 YEARS
11	2 TO 3 YEARS
2	OVER 3 YEARS
162	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
9	ISSUED
9	ISSUED WITH A FINE
0	WITHDRAWN
1	DISMISSED
359	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$17,000	ASSESSED
\$3,500	REDUCED
\$12,000	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
6	CASES OPENED/INITIATED
9	CASES CLOSED
27	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
6	1 TO 2 YEARS
0	2 TO 3 YEARS
3	OVER 3 YEARS
826	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
3	STATEMENTS OF ISSUES FILED
3	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
4	REVOCAION
0	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS
9	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$22,663.75	ORDERED
\$26,279.84	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
140	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
486	AVERAGE NUMBER OF DAYS



Licenses and regulates osteopathic physicians and surgeons.

www.ombc.ca.gov

STAFF:

12.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

13,212

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Director: Mark Ito
mark.ito@dca.ca.gov

Assistant Executive Director: Terri Thorfinnson
terri.thorfinnson@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code § 3600,
Osteopathic Act; Business and Professions Code
§§ 2000–2459.7

California Code of Regulations, Division 16,
title 16, §§ 1600–1697

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Per Business and Professions Code section 2153.5, the Board accepts licensees from any state that requires passage of the Comprehensive Osteopathic Medical Licensing Examination (COMLEX) levels 1, 2CE, 2PE, and 3 as their written examination for licensure. Any other state written examination may be considered for approval and acceptance by the Board on a case-by-case basis.

ACCOMPLISHMENTS

Enhancements

The OMBC collaborated with DCA's Office of Publications, Design and Editing to update its website. The new website will include increased functionality and will be more user-friendly. The OMBC's vision is that the updated website will increase consumer satisfaction and decrease telephone inquiries from consumers. The updated website will reduce barriers for licensure by providing valuable resources for its applicants and licensees.

Legislation

Senate Bill 798 (Hill, Chapter 775, Statutes of 2017) created a new postgraduate training license, which became effective on January 1, 2020. The OMBC promulgated regulations that authorized the OMBC to create a fee for the postgraduate training license. Additionally, OMBC staff collaborated with DCA's Office of Information Services to configure this new license type in the BreZE system.

Data Sharing

The OMBC has been working closely with the California Department of Public Health (CDPH) on implementing the data sharing portion of the series of new vaccine exemption laws that require all vaccine exemption requests be submitted to CDPH for approval. The OMBC and the Medical Board of California (MBC) are assisting CDPH in building their statewide vaccine exemption database with up-to-date licensing information from both boards. Per the new law, CDPH will provide both boards with information on exemption requests that are denied and patient consent forms that need to be investigated. CDPH will provide complaints against physicians and surgeons issuing vaccine exemptions that are alleged to violate the law.

Technology

OMBC has embraced the Governor’s vision to streamline work processes through increased use of technology. This year OMBC implemented its new postgraduate training license application online and is working toward putting all its applications and functions online. Additionally, OMBC is collaborating with MBC and DCA to design a new enterprise web-based portal that will allow OMBC and MBC to revise the statutorily required physician survey that gathers vital workforce data on licensed physicians and surgeons in California. This will make it easier for OMBC to conduct its own or requested queries. This new enterprise project was initiated in fiscal year 2019-20 and is anticipated to be completed in 2020-21. The physician survey is a critical source for workforce data available in California.

Outreach

OMBC staff attended the Osteopathic Physicians and Surgeons of California (OPSC) Annual Conference in February 2020. The Executive Director conducted a presentation for the attendees regarding pertinent information about the OMBC, that included, but was not limited to, licensing and enforcement processes, budget information and the OMBC’s new license type, the postgraduate training license. OMBC scheduled other outreach opportunities, but due to the travel restrictions resulting from COVID-19, OMBC staff was unable to attend these outreach events.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

Fees

License Type	Actual Fee	Statutory Limit
P AND S* APPLICATION FEE	\$200	\$400
P AND S INITIAL LICENSING FEE**	\$400	\$400
P AND S BIENNIAL ACTIVE LICENSE RENEWAL	\$400	\$400
P AND S BIENNIAL INACTIVE LICENSE RENEWAL	\$300	\$300
P AND S BIENNIAL ACTIVE DELINQUENT FEE	\$100	\$100
P AND S BIENNIAL INACTIVE DELINQUENT FEE	\$75	\$75
POSTGRADUATE TRAINING LICENSE	\$491	N/A
FICTITIOUS NAME PERMIT APP FEE	\$100	\$100
FICTITIOUS NAME PERMIT RENEWAL FEE	\$50	\$50
ENDORSEMENT	\$25	\$25
STEPHEN THOMPSON PHYSICIANS CORP LOAN REPAYMENT PROGRAM ***	\$25	\$25

* P and S = physician and surgeon.

** Initial fee is prorated.

*** Collected at renewal, B&P Code 2436.5, and initial licensure, B&P Code 2455.1.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FICTITIOUS NAME PERMIT (OMBC)	119	112	678
OSTEOPATHIC PHYSICIAN AND SURGEON (OMBC)	983	997	4,456
POSTGRADUATE TRAINING LICENSE (OMBC)	641	232	N/A
TOTAL	1,743	1,341	5,134

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FICTITIOUS NAME PERMIT (OMBC)	1,054	N/A	N/A
OSTEOPATHIC PHYSICIAN AND SURGEON (OMBC)	N/A	11,926	N/A
POSTGRADUATE TRAINING LICENSE (OMBC)	N/A	232	N/A
TOTAL	1,054	12,158	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
OSTEOPATHIC PHYSICIAN AND SURGEON	BIENNIAL	100 HOURS*

* 40 hours must be AOA category 1A or 1B

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
COMPLEX LEVELS 1, 2CE, 2PE AND 3*	N/A	N/A	N/A

*OMBC does not track number of passes or failures.

Summary of Enforcement Activity

Consumer Complaints—Intake	
596	RECEIVED
2	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
552	REFERRED FOR INVESTIGATION
131	PENDING

Conviction/Arrest Notification Complaints	
17	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
18	REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
570	OPENED
523	CLOSED
253	PENDING

Number of Days to Complete Intake and Investigations	
334	UP TO 90 DAYS
110	91 TO 180 DAYS
40	181 DAYS TO 1 YEAR
16	1 TO 2 YEARS
23	2 TO 3 YEARS
0	OVER 3 YEARS
125	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
4	ISSUED
3	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
106	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$4,500	ASSESSED
\$0	REDUCED
\$3,500	COLLECTED

OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
16	CASES OPENED/INITIATED
10	CASES CLOSED
28	CASES PENDING

Number of Days to Complete AG Cases	
3	UP TO 1 YEAR
1	1 TO 2 YEARS
1	2 TO 3 YEARS
5	OVER 3 YEARS
1,152	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
13	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	PROBATION ONLY
3	PUBLIC REPRIMAND
0	OTHER DECISIONS
11	TOTAL

Petition for Modification or Termination of Probation	
2	GRANTED
1	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$105,655.62	ORDERED
\$81,154.08	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
50	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
113	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
425	AVERAGE NUMBER OF DAYS



CALIFORNIA STATE BOARD OF PHARMACY

Licenses and regulates pharmacies, pharmacists, pharmacist interns, pharmacy technicians, and drug wholesalers.

www.pharmacy.ca.gov

STAFF:

130.3 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

141,741

BOARD MEMBERSHIP:

6 public representatives
7 licensees

BOARD STAFF:

Executive Officer: Anne Sodergren
anne.sodergren@dca.ca.gov

Assistant Executive Officer: Lyle Matthews
lyle.matthews@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code 4000 et seq.

California Code of Regulations, title 16,
Section 1700 et seq.

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

The Board responded to states of emergency related to earthquakes in Kern and San Bernardino counties and wildfires throughout the state by reaching out to help pharmacists continue providing care in impacted communities. The Board emailed alerts advising pharmacists of California laws related to furnishing prescription drugs during an emergency, providing emergency refills without prescriber authorization, and operating a mobile pharmacy in a declared emergency area. This information enabled pharmacists to furnish essential prescription medications to unexpectedly displaced patients.

The Board collaborated with the Medical Board of California (MBC) to develop an emergency regulation to implement SB 159, which authorizes pharmacists, by July 1, 2020 to independently initiate and furnish HIV preexposure prophylaxis (PrEP) and postexposure prophylaxis (PEP). The Board also collaborated with MBC, the California Department of Public Health, the Office of AIDS, and other stakeholders to develop training programs for pharmacists to complete before furnishing PrEP and PEP.

The Board responded decisively to evidence of widespread cheating on the California Practice Standards and Jurisprudence Examination for Pharmacists (CPJE) by invalidating the exam and providing dates for applicants to retake the CPJE at no cost. In addition, staff worked extra hours to expedite processing and provided scores rapidly to enable applicants to move forward with their career plans. The Board acted to protect the integrity of the CPJE as an essential tool to ensure applicants can reliably demonstrate they possess the proper knowledge, training, and skill needed to provide competent pharmacy care for California consumers.

The Board reached a unique legal settlement in a disciplinary case requiring McKesson Corp. to provide \$1.5 million worth of free naloxone, a medication that reverses opioid overdose, to first responders and similar nonprofit agencies in California. Under the agreement, McKesson agreed to submit a proposal for distributing the naloxone to first responder groups or similar nonprofit agencies within four years. Providing naloxone to police officers, firefighters and other emergency responders will increase the availability of naloxone in California communities and help prevent opioid overdose deaths.

The Board issued cease-and-desist orders against two businesses providing compounded drug products in California without proper licensing. Fusion IV Pharmaceuticals, d/b/a Axia Pharmaceutical in Los Angeles, was ordered to stop producing bulk quantities of compounded medications without being licensed by the Board as an outsourcing facility. Buy-Rite Drugs of Hartselle, Alabama, was ordered to stop shipping compounded drug products into California without a license from the Board to operate as a nonresident sterile compounding pharmacy. These enforcement actions by the Board protect the health and safety of California consumers.

The Board reunited its Compounding and Enforcement committees following the Compounding Committee's extensive review of proposed revisions to the United States Pharmacopeia (USP), a compendia of recognized drug standards for the pharmacy profession. The committee held eight public hearings and received numerous public comments regarding proposed changes to specific USP chapters, which were appealed and ultimately left unchanged by the USP organization pending further review. At the Compounding Committee's recommendation, the Board issued a statement clarifying the legal requirements for compounding drug products to protect the health and safety of California consumers.

Outreach

The Board sponsored a statewide public health campaign reminding Californians to safely dispose of unused, unwanted, or expired prescription drugs. Roadside billboards in the Sacramento, Fresno, and Southern California areas displayed the "Use, Don't Abuse" message, which urged consumers to help prevent prescription drug abuse by safely eliminating unwanted medications from their homes. The message also directed consumers to the Board's website, where visitors can search by city, ZIP code or name for a pharmacy providing drug take-back bins or mail-back envelopes. The billboards were donated to the campaign by Outfront Media, an outdoor media company.

Continuing Education

The Board sponsored two full-day continuing education forums for pharmacists on prescription drug abuse topics in Elk Grove and Marin County. More than 1,700 pharmacists have attended these training events since the Board began sponsoring them statewide in March 2017. In addition, more than 1,400 pharmacists have received training at these events to furnish naloxone pursuant to the Board's protocol. Continuing education is a key means of training pharmacists to help stop drug diversion and prevent drug abuse in their communities.

COVID-19

The Board served a critical role in helping licensees stay safe while meeting the health care needs of Californians during the public health emergency related to the COVID-19 pandemic. The Board or its president approved emergency waivers to pharmacy law to enable pharmacists and pharmacies to function effectively to protect the public health or provide patient care. In addition, the Board worked with the California Department of Public Health to develop guidance for pharmacies to minimize risk of staff exposure to the virus that causes COVID-19. The Board also collaborated with DCA on waiving restrictions and issuing guidance to pharmacists to order and collect specimens for COVID-19 tests and to perform testing in a licensed laboratory.

Enhancements

The Board utilized a variety of communication tools—including website, subscriber alerts, and social media—to keep licensees and the public informed during public emergencies. The Board created an online library of resources for consumers and licensees impacted by statewide wildfires, including information on providing prescriptions to Medi-Cal patients, finding pharmacies open in disaster areas, and how to prepare for an emergency evacuation. In addition, the Board issued more than two dozen subscriber alerts related to the COVID-19 emergency, including many about essential pharmacy law waivers intended to help pharmacies and pharmacy staff in providing care for patients. The Board also posted online, and in subscriber alerts, information to assist dozens of pharmacies that were destroyed or damaged by violence during social demonstrations throughout California and the nation.

The Board issued 501 email alerts regarding drug recalls, withdrawals and other warnings from drug manufacturers, licensed sterile compounding pharmacies, and the Food and Drug Administration to the pharmacy or consumer level. These emails protect public health by instantly notifying licensees and consumers with important information about prescription medications and products.

The Board created a news and information email Listserv to provide information about the Board's activities to nonlicensees, including consumers, stakeholder organizations, and news media. Almost 2,200 subscribers have signed up to receive alerts about Board and committee meetings and agendas, rulemakings, new laws and regulations, press releases, consumer tips, and other important information. This new Listserv enhances awareness, understanding, and participation by the public in the Board's activities.

The Board enhanced existing programs and developed new materials to educate licensees about state and federal laws and regulations. The Board expanded days of operation for its Ask an Inspector program, which dedicates a Board inspector to answer pharmacy law questions from licensees and the public. In addition, to help licensees stay current, the Board updated its online pharmacy law webinar to include statutes enacted in 2020. The Board also created an online video explaining what to expect during a pharmacy inspection by the Board. The video is supplemented by a new brochure, "How to Prepare for a California State Board of Pharmacy Inspection," which is distributed to pharmacies and available to download online. Assisting licensees in complying with laws and regulations helps protect and ensure California consumers receive the highest quality pharmacy care.

Sunset Review

The Board submitted its "Sunset Review Report" in December 2019 in anticipation of review by legislative oversight committees in 2020; however, hearings were delayed during the public health emergency related to the COVID-19 pandemic. Instead, the Legislature is considering Senate Bill 1474, which would extend the Board's sunset date to January 1, 2022. The Board looks forward to working with the Legislature in the sunset review process while continuing its work to protect the health and safety of California consumers.

NEW LEGISLATION

AB 1710 (Wood, Chapter 123, Statutes of 2020)

authorizes a pharmacist to independently initiate and administer vaccines approved or authorized by the federal Food and Drug Administration to prevent against infection by COVID-19. This authorization is in addition to existing law, which allows pharmacists to initiate and administer vaccines listed on the routine immunization schedules recommended by the federal Advisory Committee on Immunization Practices for persons ages three and older.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING*	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)**	Y
EXAMINATION*	Y
CONTINUING EDUCATION/COMPETENCY***	Y
FINGERPRINT REQUIREMENTS**	Y

*required for RPH

**required for RPH, APH, TCH, EXC, EXV, DRL, DRR, DPM

***required for RPH and APH license types

Fees*

License Type	Actual Fee	Statutory Limit
DESIGNATED REPRESENTATIVES (EXC) APPLICATION FEE	\$210	\$210
DESIGNATED REPRESENTATIVES (EXC) LICENSE RENEWAL FEE	\$300	\$300
DESIGNATED REPRESENTATIVES VET (EXV) APPLICATION FEE	\$210	\$210
DESIGNATED REPRESENTATIVES VET (EXV) LICENSE RENEWAL FEE	\$300	\$300
DESIGNATED REPRESENTATIVES-3PL (DRL) APPLICATION FEE	\$210	\$210
DESIGNATED REPRESENTATIVES-3PL (DRL) LICENSE RENEWAL FEE	\$300	\$210
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR) APPLICATION FEE	\$210	\$210
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR) LICENSE RENEWAL FEE	\$300	\$300
DESIGNATED PARAMEDIC (DPM) APPLICATION FEE	\$140	\$140
DESIGNATED PARAMEDIC (DPM) LICENSE RENEWAL FEE	\$140	\$140
PHARMACIST INTERN (INT) APPLICATION FEE	\$230	\$230
PHARMACIST EXAM APPLICATION FEE	\$285	\$285
PHARMACIST (RPH) LICENSE FEE	\$215	\$215
PHARMACIST (RPH) LICENSE RENEWAL FEE	\$505	\$505
ADVANCED PRACTICE PHARMACIST (APH) APPLICATION FEE	\$300	\$300
ADVANCED PRACTICE PHARMACIST (APH) LICENSE RENEWAL FEE	\$300	\$300
PHARMACY TECHNICIAN (TCH) APPLICATION FEE	\$195	\$195
PHARMACY TECHNICIAN (TCH) LICENSE RENEWAL FEE	\$195	\$195
AUTOMATED DRUG DELIVERY SYSTEM (ADD) APPLICATION FEE	\$200	\$250
AUTOMATED DRUG DELIVERY SYSTEM (ADD) LICENSE RENEWAL FEE	\$200	\$250
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC) APPLICATION FEE	\$300	\$300
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC) LICENSE RENEWAL FEE	\$300	\$300
AUTOMATED DRUG DELIVERY SYSTEM EMS (ADE) APPLICATION FEE	\$100	\$100
AUTOMATED DRUG DELIVERY SYSTEM EMS (ADE) LICENSE RENEWAL FEE	\$100	\$100
CENTRALIZED HOSPITAL PACKAGING (CHP/CHE) APPLICATION FEE	\$1,150	\$1,150

License Type	Actual Fee	Statutory Limit
CENTRALIZED HOSPITAL PACKAGING (CHP/CHE) LICENSE RENEWAL FEE	\$1,125	\$1,125
CLINIC (CLN) APPLICATION FEE	\$570	\$570
CLINIC (CLN) LICENSE RENEWAL FEE	\$360	\$360
DRUG ROOM (DRM) APPLICATION FEE	\$570	\$570
DRUG ROOM (DRM) LICENSE RENEWAL FEE	\$930	\$930
HOSPITAL (HSP) APPLICATION FEE	\$570	\$570
HOSPITAL (HSP) LICENSE RENEWAL FEE	\$930	\$930
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP) APPLICATION FEE	\$2,305	\$2,305
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP) LICENSE RENEWAL FEE	\$1,855	\$1,855
HYPODERMIC NEEDLEAND SYRINGES (HYP) APPLICATION FEE	\$240	\$240
HYPODERMIC NEEDLEAND SYRINGES (HYP) LICENSE RENEWAL FEE	\$280	\$280
OUTSOURCING FACILITIES (OSF) APPLICATION FEE	\$3,180	\$3,180
OUTSOURCING FACILITIES (OSF) LICENSE RENEWAL FEE	\$1,855	\$1,855
OUTSOURCING FACILITIES NONRESIDENT (NSF) APPLICATION FEE	\$3,335	\$3,335
OUTSOURCING FACILITIES NONRESIDENT (NSF) LICENSE RENEWAL FEE	\$3,180	\$3,180
PHARMACY (PHY) APPLICATION FEE	\$570	\$570
PHARMACY (PHY) LICENSE RENEWAL FEE	\$930	\$930
PHARMACY NONRESIDENT (NRP) APPLICATION FEE	\$570	\$570
PHARMACY NONRESIDENT (NRP) LICENSE RENEWAL FEE	\$930	\$930
REMOTE DISPENSING PHARMACY (PHR) APPLICATION FEE	\$570	\$570
REMOTE DISPENSING PHARMACY (PHR) LICENSE RENEWAL FEE	\$930	\$930
STERILE COMPOUNDING LICENSE (LSC) APPLICATION FEE	\$2,305	\$2,305
STERILE COMPOUNDING LICENSE (LSC) LICENSE RENEWAL FEE	\$1,855	\$1,855
STERILE COMPOUNDING LICENSE NONRESIDENT (NSC) APPLICATION FEE	\$3,335	\$3,335
STERILE COMPOUNDING LICENSE NONRESIDENT (NSC) LICENSE RENEWAL FEE	\$3,180	\$3,180
THIRD-PARTY LOGISTICS PROVIDER (TPL) APPLICATION FEE	\$820	\$820
THIRD-PARTY LOGISTICS PROVIDER (TPL) LICENSE RENEWAL FEE	\$820	\$820
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL) APPLICATION FEE	\$820	\$820

License Type	Actual Fee	Statutory Limit
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL) LICENSE RENEWAL FEE	\$820	\$820
VETERINARY FOOD-ANIMAL RETAILER (VET) APPLICATION FEE	\$610	\$610
VETERINARY FOOD-ANIMAL RETAILER (VET) LICENSE RENEWAL FEE	\$460	\$460
WHOLESALER (WLS) APPLICATION FEE	\$820	\$820
WHOLESALER (WLS) LICENE RENEWAL FEE	\$820	\$820
WHOLESALER NONRESIDENT (OSD) APPLICATION FEE	\$820	\$820
WHOLESALER NONRESIDENT (OSD) LICENSE RENEWAL FEE	\$820	\$820

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ADVANCED PRACTICE PHARMACIST (APH)	199	253	311
CENTRALIZED HOSPITAL PACKAGING (CHP)/GOVERNMENT OWNED (CHE)	3	1	8
CLINIC (CLN)/GOVERNMENT OWNED (CLE)	637	733	1,413
DESIGNATED REPRESENTATIVES (EXC)	344	349	2,464
DESIGNATED REPRESENTATIVES VET (EXV)	7	6	63
DESIGNATED REPRESENTATIVES-3PL (DRL)	85	87	254
DESIGNATED REPRESENTATIVES-PARAMEDIC (DPM)	3	3	0
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	2	2	2
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM (ADE)	1	1	0
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/GOVERNMENT OWNED (SCE)	4	2	4
HYPODERMIC NEEDLE AND SYRINGES (HYP)	6	6	240
INTERN PHARMACIST (INT)	2,015	1,931	N/A
LICENSED CORRECTIONAL FACILITIES (LCF)	0	1	59
OUTSOURCING FACILITIES (OSF)	1	0	6
OUTSOURCING FACILITIES NONRESIDENT (NSF)	12	4	12
PHARMACIST (EXAM)	3,750	N/A	N/A
PHARMACIST (RPH)	1,958	1,917	21,920
PHARMACY (PHY)/GOVERNMENT OWNED (PHE)	378	368	6,369

CALIFORNIA STATE BOARD OF PHARMACY

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHARMACY NONRESIDENT (NRP)	124	105	486
PHARMACY TECHNICIAN (TCH)	4,422	4,644	30,705
STERILE COMPOUNDING (LSC)/ GOVERNMENT OWNED (LSE)	112	96	792
STERILE COMPOUNDING NONRESIDENT (NSC)	10	9	60
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	0	1	0
THIRD-PARTY LOGISTICS PROVIDER (TPL)	7	8	27
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	22	23	68
VETERINARY FOOD-ANIMAL RETAILER (VET)	0	0	16
WHOLESALE (WLS)/GOVERNMENT OWNED (WLE)	56	55	426
WHOLESALE NONRESIDENT (OSD)	102	97	608
REMOTE DISPENSING PHARMACY (PHR)	4	1	0
AUTOMATED DRUG DELIVERY SYSTEM (ADD)*	325	1,008	604
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC)*	0	0	1
HOSPITAL (HSP)/GOVERNMENT OWNED (HPE)	33	11	454
DRUG ROOM (DRM)/ GOVERNMENT OWNED (DRE)	0	0	33
TOTAL	14,622	11,722	67,405

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ADVANCED PRACTICE PHARMACIST (APH)	N/A	803	N/A
CENTRALIZED HOSPITAL PACKAGING (CHP)/ GOVERNMENT OWNED (CHE)	N/A	10	N/A
CLINIC (CLN)/GOVERNMENT OWNED (CLE)	N/A	2,181	N/A
DESIGNATED REPRESENTATIVES (EXC)	N/A	2,885	N/A
DESIGNATED REPRESENTATIVES VET (EXV)	N/A	67	N/A
DESIGNATED REPRESENTATIVES-3PL (DRL)	N/A	347	N/A
DESIGNATED REPRESENTATIVES- PARAMEDIC (DPM)	N/A	3	N/A
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	N/A	4	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM (ADE)	N/A	1	N/A
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/GOVERNMENT OWNED (SCE)	N/A	5	N/A
HYPODERMIC NEEDLE AND SYRINGES (HYP)	N/A	300	N/A
INTERN PHARMACIST (INT)	N/A	6,943	N/A
LICENSED CORRECTIONAL FACILITIES (LCF)	N/A	61	N/A
OUTSOURCING FACILITIES (OSF)	N/A	4	N/A
OUTSOURCING FACILITIES NONRESIDENT (NSF)	N/A	24	N/A
PHARMACIST (EXAM)	N/A	N/A	N/A
PHARMACIST (RPH)	N/A	47,926	N/A
PHARMACY (PHY)/ GOVERNMENT OWNED (PHE)	N/A	6,534	N/A
PHARMACY NONRESIDENT (NRP)	N/A	581	N/A
PHARMACY TECHNICIAN (TCH)	N/A	69,233	N/A
STERILE COMPOUNDING (LSC)/GOVERNMENT OWNED (LSE)	N/A	859	N/A
STERILE COMPOUNDING NONRESIDENT (NSC)	N/A	68	N/A
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	N/A	1	N/A
THIRD-PARTY LOGISTICS PROVIDER (TPL)	N/A	33	N/A
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	N/A	84	N/A
VETERINARY FOOD- ANIMAL RETAILER (VET)	N/A	21	N/A
WHOLESALE (WLS)/ GOVERNMENT OWNED (WLE)	N/A	559	N/A
WHOLESALE NONRESIDENT (OSD)	N/A	789	N/A
REMOTE DISPENSING PHARMACY (PHR)	N/A	1	N/A
AUTOMATED DRUG DELIVERY SYSTEM (ADD)*	N/A	910	N/A

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AUTOMATED DRUG DISPENSING SYSTEM 340B CLINIC (ADC)*	N/A	1	N/A
HOSPITAL (HSP)/ GOVERNMENT OWNED (HPE)	N/A	471	N/A
DRUG ROOM (DRM)/ GOVERNMENT OWNED (DRE)	N/A	32	N/A
TOTAL	N/A	141,741	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
DESIGNATED REPRESENTATIVES (EXC)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES VET (EXV)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES-3PL (DRL)	EVERY YEAR	0
DESIGNATED REPRESENTATIVES-PARAMEDIC (DPM)	EVERY 2 YEARS	0
DESIGNATED REPRESENTATIVES-REVERSE DISTRIBUTOR (DRR)	EVERY YEAR	0
INTERN PHARMACIST (INT)	N/A	N/A
PHARMACIST (RPH)	EVERY 2 YEARS	30
ADVANCED PRACTICE PHARMACIST (APH)	EVERY 2 YEARS	10
PHARMACY TECHNICIAN (TCH)	EVERY 2 YEARS	0
CENTRALIZED HOSPITAL PACKAGING (CHP)/EXEMPT (CHE)	EVERY YEAR	0
CLINIC (CLN)/EXEMPT (CLE)	EVERY YEAR	0
HOSPITAL (HSP)/EXEMPT (HPE) AND DRUG ROOM (DRM)/ EXEMPT (DRE)	EVERY YEAR	0
EMERGENCY MEDICAL SERVICES AUTOMATED DRUG DELIVERY SYSTEM	EVERY YEAR	0
HOSPITAL SATELLITE STERILE COMPOUNDING (SCP)/ EXEMPT (SCE)	EVERY YEAR	0
HYPODERMIC NEEDLE AND SYRINGES (HYP)/EXEMPT (HYE)	EVERY YEAR	0
LICENSED CORRECTIONAL FACILITIES (LCF)	EVERY YEAR	0
OUTSOURCING FACILITIES (OSF)	EVERY YEAR	0
OUTSOURCING FACILITIES NONRESIDENT (NSF)	EVERY YEAR	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PHARMACY (PHY)/EXEMPT (PHE)	EVERY YEAR	0
PHARMACY NONRESIDENT (NRP)	EVERY YEAR	0
STERILE COMPOUNDING (LSC)/EXEMPT (LSE)	EVERY YEAR	0
STERILE COMPOUNDING NONRESIDENT (NSC)	EVERY YEAR	0
SURPLUS MEDICATION COLLECTION DISTRIBUTION INTERMEDIARY (SME)	EVERY YEAR	0
THIRD-PARTY LOGISTICS PROVIDER (TPL)	EVERY YEAR	0
THIRD-PARTY LOGISTICS PROVIDER NONRESIDENT (NPL)	EVERY YEAR	0
VETERINARY FOOD-ANIMAL RETAILER (VET)	EVERY YEAR	0
WHOLESALE (WLS)/EXEMPT (WLE)	EVERY YEAR	0
WHOLESALE NONRESIDENT (OSD)	EVERY YEAR	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NAPLEX	1,696	339	2,035
CPJE	1,923	1,278	3,201

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,268	RECEIVED
608	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,690	REFERRED FOR INVESTIGATION
44	PENDING

Conviction/Arrest Notification Complaints	
801	RECEIVED
43	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
758	REFERRED FOR INVESTIGATION
8	PENDING

Inspections	
2,545	CONDUCTED
N/A	CITATIONS ISSUED

CALIFORNIA STATE BOARD OF PHARMACY

Investigations	
2,448	OPENED
2,351	CLOSED
1,657	PENDING

Number of Days to Complete Intake and Investigations	
532	UP TO 90 DAYS
428	91 TO 180 DAYS
739	181 DAYS TO 1 YEAR
587	1 TO 2 YEARS
59	2 TO 3 YEARS
6	OVER 3 YEARS
261	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
1,426	ISSUED
891	ISSUED WITH A FINE
2	WITHDRAWN
5	DISMISSED
400	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$1,462,300	ASSESSED
\$384,615	REDUCED
\$963,446	COLLECTED

Criminal/Civil Actions	
N/A	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
248	CASES OPENED/INITIATED
278	CASES CLOSED
324	CASES PENDING

Number of Days to Complete AG Cases	
26	UP TO 1 YEAR
122	1 TO 2 YEARS
61	2 TO 3 YEARS
69	OVER 3 YEARS
876	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
32	STATEMENTS OF ISSUES FILED
210	ACCUSATIONS FILED
11	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
15	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
11	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
11	LICENSE APPLICATIONS DENIED
113	REVOCAION
102	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
100	PROBATION ONLY
58	PUBLIC REPRIMAND
8	OTHER DECISIONS
392	TOTAL

Petition for Modification or Termination of Probation	
6	GRANTED
1	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
2	GRANTED
1	DENIED

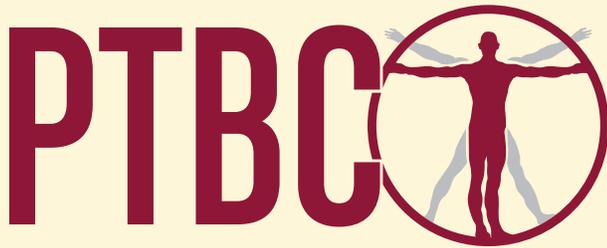
Cost Recovery to DCA	
\$2,184,363.60	ORDERED
\$1,361,646.80	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
11	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
241	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
584	AVERAGE NUMBER OF DAYS



Licenses and regulates physical therapists, physical therapist assistants, and the practice of electroneuromyography and kinesiological electromyography performed by physical therapists.

www.ptbc.ca.gov

STAFF:

25.1 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

41,986

BOARD MEMBERSHIP:

3 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Jason Kaiser
jason.kaiser@dca.ca.gov

Assistant Executive Officer: Elsa Ybarra
elsa.ybarra@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2600–2696;

California Code of Regulations, Division 13.2, title 16, §§ 1398–1399.99.4.

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code (BPC) section 2636.5, applicants for licensure as a physical therapist or physical therapist assistant who are licensed as such in another state, district, or territory of the United States, approved by the Board, may become licensed without a physical therapy or physical therapist assistant written examination if they meet all the requirements, including those licensing requirements prescribed by the Board. However, these individuals must successfully pass the California Law Examination prior to becoming licensed.

Pursuant to BPC section 2639, applicants who are graduates of an approved education program or substantiated as a graduate of an approved education program, and who have filed a complete application for licensure with the Board may be awarded “license applicant” status by the Board. A physical therapist or physical therapist assistant applicant shall practice under the direct supervision of a licensed physical therapist as a “license applicant.”

ACCOMPLISHMENTS

COVID-19

On March 19, 2020, to help slow the spread of COVID-19 within the state, Governor Newsom issued Executive Order N-33-20, directing all California residents to stay home, except as needed to maintain the continuity of essential critical infrastructure operations. The Board immediately assessed business functions and employed various technology strategies to allow business to continue without significant impact to services. The Board implemented its COVID-19 Re-Opening Plan, which provided guidance on conducting business while supporting a safe environment for employees during the COVID-19 pandemic. The Board implemented safety protocols for employees reporting to the office that included: utilizing staff rotation schedules; staggering employee office visits; developing telework schedules with maximum flexibility; maintaining adequate social distancing while in the office; providing personal protective equipment (PPE); and employing a safety outreach campaign. The Board collaborated with DCA to ensure licensure and patient service barriers were mitigated or eliminated by waiving statutory and/or regulatory requirements as well as ensuring staff were available to assist licensees and applicants with inquiries during the state of emergency.

Organizational Effectiveness

The Board continues to collaborate with DCA by attending legislative roundtables to discuss legislation of interest and share insights with other boards and bureaus. The Board collaborated with DCA on the submittal of a Budget Change Proposal (BCP) for approval and funding for two additional positions to address increased workload in the Probation Monitoring Program and the Administrative Services Program. The BCP was approved and effective with the passing of the Governor's budget for 2019–20. In addition, due to the COVID-19 pandemic, the Board collaborated with DCA on implementing a COVID-19 detailed risk assessment and prevention plan and provided three waivers for both licensees and consumers.

Outreach

The Board continued increasing outreach efforts within the profession and educational programs to share information on BreEZe, the new DCA search function, laws and regulations, continuing education requirements, and the application process.

Student Question and Answer Forums were held at the Board's quarterly meetings to increase the Board's accessibility to the public, stakeholders, applicants, and future licensees; however, due to COVID-19 preventing in-person meetings, these informative sessions have been temporarily postponed.

The Board attended 19 in-person outreach events; however, with the COVID-19 pandemic preventing the usual means of outreach, the Board utilized WebEx, Zoom, Microsoft Teams and other electronic means to communicate with stake holders for the remainder of the year.

In the last few years, the Board significantly increased its social media presence, which allows it to reach a broader section of the public. This presence includes over 324 Instagram followers, 3,517 Facebook followers, and 705 Twitter followers.

Green Initiative

Recently implemented technological advancements provide greater opportunity for Board telecommunication with stakeholders. The Board has developed procedures to allow for electronic submission of all initial license and license maintenance applications and supporting documents. All communication regarding initial licensure application status is done electronically using the applicant's online BreEZe account and email. The Board's ongoing green initiative has resulted in over 90% online submission of initial applications for licensure and license maintenance requests, including license renewals.

The Board approved paperless licensing at its December 2019 meeting, which will eliminate the paper pocket license for initial licensure and license renewal. Eliminating the printed pocket license promotes online license verification. Online license verification provides real-time license information, including enforcement actions—information not available on the pocket license. The efforts toward the Board's green initiative progress also facilitated a seamless continuation of services and increased consumer protection despite the impact of COVID-19.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y - PTA ONLY
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
PHYSICAL THERAPIST		
APPLICATION PROCESSING FEE	\$300	\$300
INITIAL LICENSING FEE	\$150	\$150
FINGERPRINTING FEE	\$49	N/A
NATIONAL EXAMINATION FEE	\$485	**
CALIFORNIA LAW EXAMINATION FEE	\$65	**
TOTAL INITIAL LICENSE FEES	\$1,049	N/A
BIENNIAL RENEWAL FEE	\$300	\$300
PHYSICAL THERAPIST ASSISTANT		
APPLICATION PROCESSING FEE	\$300	\$300
FINGERPRINTING FEE	\$49	N/A
NATIONAL EXAMINATION FEE	\$485	**
CALIFORNIA LAW EXAMINATION FEE	\$65	**
TOTAL INITIAL LICENSE FEES	\$899	N/A
BIENNIAL RENEWAL FEE	\$300	\$300

*Additional fees may be required. Refer to the laws and regulation for details.

** Fee set by the Federation of State Boards of Physical Therapy

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ELECTRONEUROMYOGRAPHER - CERTIFICATION	0	0	14
KINESIOLOGICAL ELECTROMYOGRAPHER - CERTIFICATION	0	0	17
PHYSICAL THERAPIST - LICENSE	2,110	1,725	13,058
PHYSICAL THERAPIST ASSISTANT - LICENSE	720	625	3,617
TOTAL	2,830	2,350	16,706

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ELECTRONEUROMYOGRAPHER - CERTIFICATION	24	N/A	N/A
KINESIOLOGICAL ELECTROMYOGRAPHER - CERTIFICATION	29	N/A	N/A
PHYSICAL THERAPIST - LICENSE	N/A	32,751	N/A
PHYSICAL THERAPIST ASSISTANT - LICENSE	N/A	9,182	N/A
TOTAL	53	41,933	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PHYSICAL THERAPIST	2 YEARS	30
PHYSICAL THERAPIST ASSISTANT	2 YEARS	30

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NATIONAL PHYSICAL THERAPIST EXAM	1,076	227	1,303
NATIONAL PHYSICAL THERAPIST ASSISTANT EXAM	484	143	627
CALIFORNIA LAW EXAM	2,460	651	3,111
ELECTRONEUROMYOGRAPHY EXAM	0	0	0
KINESIOLOGICAL ELECTROMYOGRAPHY EXAM	0	0	0

Summary of Enforcement Activity

Consumer Complaints—Intake	
309	RECEIVED
3	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
304	REFERRED FOR INVESTIGATION
3	PENDING

Conviction/Arrest Notification Complaints	
180	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
179	REFERRED FOR INVESTIGATION
0	PENDING

PHYSICAL THERAPY BOARD OF CALIFORNIA

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
483	OPENED
532	CLOSED
2	PENDING

Number of Days to Complete Intake and Investigations	
252	UP TO 90 DAYS
82	91 TO 180 DAYS
106	181 DAYS TO 1 YEAR
56	1 TO 2 YEARS
27	2 TO 3 YEARS
9	OVER 3 YEARS
217	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
58	ISSUED
53	ISSUED WITH A FINE
2	WITHDRAWN
0	DISMISSED
528	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$70,280	ASSESSED
\$0	REDUCED
\$63,780	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
67	CASES OPENED/INITIATED
64	CASES CLOSED
58	CASES PENDING

Number of Days to Complete AG Cases	
4	UP TO 1 YEAR
29	1 TO 2 YEARS
17	2 TO 3 YEARS
14	OVER 3 YEARS
821	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
2	STATEMENTS OF ISSUES FILED
23	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
7	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
3	REVOCAION
11	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
9	PROBATION ONLY
0	PUBLIC REPRIMAND
4	OTHER DECISIONS
27	TOTAL

Petition for Modification or Termination of Probation	
3	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

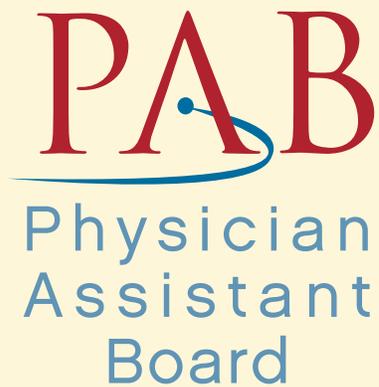
Cost Recovery to DCA	
\$90,761	ORDERED
\$134,020.38	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
176	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
433	AVERAGE NUMBER OF DAYS



Licenses and regulates physician assistants.

www.pab.ca.gov

STAFF:

8 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

13,927

BOARD MEMBERSHIP:

4 public representatives
5 licensees
1 ex officio physician

BOARD STAFF:

Executive Officer: Rozana Khan
rozana.khan@mbc.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code sections 3500–3546;
California Code of Regulations, Division 13.8,
title 16, sections 1399.500–1399.623

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Sunset Review Report

The Board completed its 2020 Sunset Review Report. A hearing was held in November.

Website Update

The Board added an informational bulletin and FAQ regarding the implementation of SB 697 (Caballero, Chapter 707, Statutes of 2019) which became effective on January 1, 2020, and made numerous changes to the Physician Assistant Practice Act.

The overall appearance of the Board's website has been changed to make it more user-friendly. Additional tabs were added for easy access and pages were redesigned for clarity.

SB 697—Physician Assistant Practice Act Overview

SB 697 (Caballero, Chapter 707, Statutes of 2019) removes requirements that the medical record identify the responsible supervising physician and surgeon, removes requirements that the physician be physically available to the physician assistant for consultation, removes requirements for review and countersignature of patient medical records, and removes requirements that written guidelines for adequate supervision be established. The new law instead authorizes a physician assistant to perform medical services authorized by the Act if certain requirements are met, including that the medical services are rendered pursuant to a practice agreement, as defined, and the physician assistant is competent to perform the medical services.

The Act now requires that a practice agreement between a physician assistant and a physician and surgeon meet specified requirements, including that the agreement have policies and procedures to ensure adequate supervision of the physician assistant, including, but not limited to, appropriate communication, availability, consultations, and referrals between a physician and surgeon and the physician assistant in the provision of medical services. In addition, a practice agreement must establish policies and procedures to identify a physician and surgeon (with privileges to practice in that hospital) who is supervising a physician assistant rendering services in a general acute care hospital.

The new law authorizes a physician assistant to furnish or order a drug or device subject to specified requirements, including that the furnishing or ordering be in accordance

with the practice agreement and consistent with the physician assistant's educational preparation or for which clinical competency has been established and maintained, and that the physician and surgeon be available by telephone or other electronic communication method at the time the physician assistant examines the patient.

The Act now authorizes the physician assistant to furnish or order Schedule II or III controlled substances in accordance with the practice agreement or a patient-specific order approved by the treating or supervising physician and surgeon and requires completion of a controlled substances course by the physician assistant's next renewal if that individual is authorized by a practice agreement to furnish Schedule II controlled substances and if the individual has a Drug Enforcement Administration registration.

In addition, the new law provides that any reference to a "delegation of services agreement" in any other law means "practice agreement," as defined. The Act now provides that supervision does not require the supervising physician and surgeon be physically present, but does require adequate supervision as agreed to in the practice agreement and does require that the physician and surgeon be available by telephone or other electronic communication method at the time the physician assistant examines the patient. However, the Act also prohibits this provision from being construed as prohibiting the Board from requiring the physical presence of a physician and surgeon as a term or condition of a physician assistant's reinstatement, probation, or imposing discipline.

Audits/Studies

Initial Application Processing Fee Desk Study

The Board has had the same initial licensing application fee since its implementation. Therefore, a six-month study was completed on the processing time for initial applications. Based on the study results, staff recommended developing proposed language for Business and Professions Code section 3521.1, pertinent to physician assistant fees, to have the application fee reflect the outcome of the study.

The evaluation was based on samples of applications that included:

- New graduates,
- Physician assistants licensed in other states, and
- Applicants with prior history (criminal, malpractice, or discipline by another agency).

Regulatory Update

The Board is authorized by title 16, California Code of Regulations (CCR) section 1399.617 to audit a random sample of physician assistants who have reported compliance with continuing medical education (CME). In the Board's 2012 sunset review response to issues raised by legislative staff in the Board's background paper, it was reported that the Board planned to conduct CME audits on a scheduled basis to ensure compliance.

CME requirements help the Board in its mission of consumer protection by ensuring licensees maintain their professional competency. In 2020 the Board amended title 16, CCR section 1399.617. The amendments will help to strengthen CME compliance by requiring licensees to respond within specified time frames, provide accurate and complete information in response to CME audits conducted by the Board, and provide the Board with additional enforcement mechanisms for CME audits. Since section 1399.571 of title 16 of the California Code of Regulations already authorizes the Board's executive officer to issue citations for a violation of any of the Board's regulations, this would allow the executive officer to issue a citation for those licensees who fail to respond to the audit inquiry or provide incomplete or inaccurate information when requested, thus ensuring that the Board is better able to obtain CME compliance for the protection of the public. These changes will also clear up any confusion for licensees over how to count hours earned to make up any deficiency uncovered by an audit and how those hours are accounted for in the next renewal cycle.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION PROCESSION FEE	\$25	\$25
INITIAL LICENSE FEE	\$200	\$300
BIENNIAL RENEWAL FEE	\$300	\$300
FINGERPRINT CARD PROCESSING FEE	\$49	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PHYSICIAN ASSISTANT	1,475	1,309	6,160
TOTAL	1,475	1,309	6,160

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PHYSICIAN ASSISTANT	0	13,927	0
TOTAL	0	13,927	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PHYSICIAN ASSISTANT	2 YEARS	50 CATEGORY 1 OR NATIONAL CERTIFICATION

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
PHYSICIAN ASSISTANT NATIONAL CERTIFYING EXAMINATION (PANCE) - ADMINISTERED BY THE NATIONAL COMMISSION ON CERTIFICATION OF PHYSICIAN ASSISTANTS (NCCPA)	N/A	N/A	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
414	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
427	REFERRED FOR INVESTIGATION
7	PENDING

Conviction/Arrest Notification Complaints	
13	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
13	REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
440	OPENED
466	CLOSED
199	PENDING

Number of Days to Complete Intake and Investigations	
210	UP TO 90 DAYS
132	91 TO 180 DAYS
80	181 DAYS TO 1 YEAR
25	1 TO 2 YEARS
18	2 TO 3 YEARS
1	OVER 3 YEARS
165	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
28	ISSUED
28	ISSUED WITH A FINE
4	WITHDRAWN
0	DISMISSED
67	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

PHYSICIAN ASSISTANT BOARD

Total Amount of Fines	
\$12,750	ASSESSED
\$0	REDUCED
\$7,000	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
27	CASES OPENED/INITIATED
28	CASES CLOSED
37	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
6	1 TO 2 YEARS
6	2 TO 3 YEARS
16	OVER 3 YEARS
1,216	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
18	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
4	REVOCAION
9	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
13	PROBATION ONLY
3	PUBLIC REPRIMAND
0	OTHER DECISIONS
29	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
1	DENIED

Cost Recovery to DCA	
\$378,224.35	ORDERED
\$68,857.42	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
16	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
151	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
251	AVERAGE NUMBER OF DAYS



Licenses and regulates doctors of podiatric medicine.

www.pmbc.ca.gov

STAFF:

4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

2,563

BOARD MEMBERSHIP:

3 public representatives
4 licensees

BOARD STAFF:

Executive Officer: Brian Naslund
Brian.Naslund@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code § 2460–2499.8;

California Code of Regulations, Division 13.9,
title 16, § 1399.650–1399.732

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Board Highlights

RECIPROCITY

Per Business and Professions Code section 2488, an applicant may be eligible for licensure in California if they are licensed as a doctor of podiatric medicine in any other state, and meet the following requirements:

- Pass Part III of the national exam within the last 10 years.
- Satisfactorily complete at least one year of postgraduate training.
- Submit fingerprints and obtain criminal record clearance from the state Department of Justice and the FBI (applicants in proximity to California may opt to obtain clearances utilizing live scan).
- Provide verification of a license in good standing from all states or counties in which a medical license has been held.
- Request a disciplinary databank report from the Federation of Podiatric Medicine be sent directly to the Board.

ACCOMPLISHMENTS

Sunset Review

PMBC submitted a Sunset Review Report in 2019, and a hearing was held in November 2020.

The Sunset Report included a fee study, which was conducted to determine the solvency of PMBC's fund condition. The fee study outlined the need for an increase in licensee renewal fees. The fee study indicated that an increase in the existing licensees' renewal fees would be reasonable and necessary for the PMBC to meet its obligations to maintain a solvent reserve fund. This fee increase will be implemented on January 1, 2021.

PMBC continues to work closely with educators and administrators in the field of podiatric medicine and is preparing for increases to its licensee base. As reflected in its most recent fee study, pursuant to the Bureau of Labor Statistics, there is expected to be a 6% increase in jobs for podiatric medical doctors in the near future.

Board Meetings

PMBC has been able to conduct podiatric board meetings via the WebEx platform and include participation from the public. Board meeting recordings have continued to be made available to the public via electronic access on the internet.

Outreach

Outreach activities have increased as PMBC enhanced its communications efforts for participation of the public, licensees, and stakeholders to advance public health awareness and activity. PMBC has increased direct contact with members of the public, licensees, and stakeholders via its Listserv, website, and social media accounts including Facebook and Twitter by uploading communications more frequently. Topics of communication have included encouraging participation in the 2020 Census, as well as COVID-19 safety measures. Many other announcements have been posted to the PMBC website including important updates about podiatric medicine and health care legislation, regulations, and critical information specific to the doctors of podiatric medicine in California. The Board continues to provide outreach through its publication "Footnotes," which covers important updates and is available in hard copy or on the PMBC website.

Legislation

PMBC supported AB 678 (Flora, Chapter 433, Statutes of 2019), which became effective on January 1, 2020. This bill repeals earlier provisions that required prior authorization for doctors of podiatric medicine to receive payments from Medi-Cal. The bill prohibits the requirement of prior authorization for podiatric services provided by a doctor of podiatric medicine if a physician and surgeon rendering the same services would not be required to provide prior authorization. The bill clarifies that a doctor of podiatric medicine acting within their scope of practice and providing specified services is subject to the same Medi-Cal billing and services policies as required for a physician and surgeon.

NEW LEGISLATION

AB 3330 (Calderon, Chapter 359, Statutes of 2020) Department of Consumer Affairs: Boards: Licensees: Regulatory Fees. This bill increases several licensing and regulatory fees for the Podiatric Medical Board of California and other boards.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

Fees

License Type	Actual Fee	Statutory Limit
RESIDENT AND PERMANENT LICENSE/APPLICATION	\$100	\$100
RESIDENT AND PERMANENT LICENSE/FINGERPRINT (DOJ)	\$32	N/A
RESIDENT AND PERMANENT LICENSE/FINGERPRINT (FBI)	\$17	N/A
RESIDENT LICENSE	\$100	\$100
PERMANENT LICENSE/INITIAL LICENSE	\$800	\$800
PERMANENT LICENSE/INITIAL CERTIFICATION	\$100	\$100
PERMANENT LICENSE/LICENSE RENEWAL * UNTIL 12/31/2020	\$1,100	\$1,100
PERMANENT LICENSE/LICENSE RENEWAL * STARTING 1/1/2021	\$1,318	\$1,318
PERMANENT LICENSE / CURES (PART OF RENEWAL FEE)	\$12	\$12
PERMANENT LICENSE / CURES (PART OF RENEWAL FEE)* EFFECTIVE 4/21	\$22	\$22
RESIDENT AND PERMANENT LICENSE/DUPLICATE LICENSE	\$100	\$100
RESIDENT AND PERMANENT LICENSE/LETTER OF GOOD STANDING	\$100	\$100
PERMANENT LICENSE/CME COURSE APPROVAL	\$250	\$250
PERMANENT LICENSE/DELINQUENT AFTER 30 DAYS	\$150	\$150
PERMANENT LICENSE/DELINQUENT AFTER 90 DAYS* UNTIL 12/31/2020	\$550	50% OF RENEWAL FEE
PERMANENT LICENSE/DELINQUENT AFTER 90 DAYS* STARTING 1/1/2021	\$659	50% OF RENEWAL FEE

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
FEE-EXEMPT LICENSE	34	34	61
PERMANENT DOCTOR OF PODIATRIC MEDICINE	127	112	1,076
RESIDENT STATUS LICENSE	46	50	86
TOTAL	207	196	1,223

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
FEE-EXEMPT LICENSE	N/A	162	N/A
PERMANENT DOCTOR OF PODIATRIC MEDICINE	N/A	2,276	N/A
RESIDENT STATUS LICENSE	N/A	125	N/A
TOTAL	N/A	2,563	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PERMANENT DOCTOR OF PODIATRIC MEDICINE	EVERY 2 YEARS	50
FEE-EXEMPT LICENSE	EVERY 2 YEARS	50*
RESIDENT STATUS LICENSE	N/A**	N/A

*Retired/Disabled; CE not required

**Yearly extension based on resident program approval

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A	N/A	N/A	N/A

Summary of Enforcement Activity

Consumer Complaints—Intake	
154	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
155	REFERRED FOR INVESTIGATION
3	PENDING

Conviction/Arrest Notification Complaints	
7	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
6	REFERRED FOR INVESTIGATION
1	PENDING

Inspections	
0	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
161	OPENED
157	CLOSED
89	PENDING

Number of Days to Complete Intake and Investigations	
81	UP TO 90 DAYS
42	91 TO 180 DAYS
10	181 DAYS TO 1 YEAR
15	1 TO 2 YEARS
9	2 TO 3 YEARS
0	OVER 3 YEARS
171	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
2	ISSUED
2	ISSUED WITH A FINE
1	WITHDRAWN
0	DISMISSED
239	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$1,000	ASSESSED
\$500	REDUCED
\$747	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
10	CASES OPENED/INITIATED
5	CASES CLOSED
18	CASES PENDING

Number of Days to Complete AG Cases	
0	UP TO 1 YEAR
0	1 TO 2 YEARS
2	2 TO 3 YEARS
3	OVER 3 YEARS
1,169	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
8	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCATION
0	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
0	PROBATION ONLY
4	PUBLIC REPRIMAND
0	OTHER DECISIONS
5	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

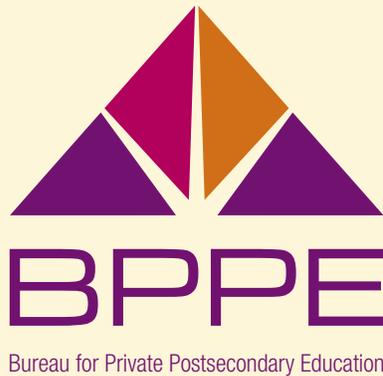
Cost Recovery to DCA	
\$61,806	ORDERED
\$83,054	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
11	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
171	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
444	AVERAGE NUMBER OF DAYS



Oversees and regulates private postsecondary educational institutions located in California.

www.bppe.ca.gov

STAFF:

101 civil servant positions
3 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

1,047

ADVISORY COMMITTEE:

2 public representatives
3 institutional representatives
2 current or past student
3 consumer advocates
2 nonvoting, ex officio members

BUREAU STAFF:

Chief: Vacant

Deputy Chief: Leeza Rifredi
leeza.rifredi@dca.ca.gov

LAWS AND REGULATIONS:

California Private Postsecondary Education Act of 2009, California Education Code §§ 94800–94950;

California Code of Regulations, Division 7.5, title 5, §§ 70000–76240.

SUNSET REVIEW:

Last review: 2016 Next review: 2021

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

BPPE went live with their Business Modernization Plan on September 2020. This includes an online complaint submission process and online application submission option for the Application for Approval to Operate for an Institution Non-Accredited. The full modernization project and new IT system is slated to be completed in early 2022.

The Office of Student Assistance and Relief (OSAR) organized and delivered a College Prep Workshop that took place at Inderkum High School on September 28, 2019, in direct partnership with the Natomas Unified School District. Well over 100 students, parents, high school representatives, local college representatives and special guests were in attendance. OSAR has also engaged in an early outreach campaign for former students of Corinthian Colleges, initiated as a result of the passage of AB 1346, and will continue to closely track the impact of this legislation.

OSAR was an active partner in the state’s “cradle-to-career” effort, by serving as the BPPE representative on two subcommittee workgroups, which entailed OSAR attending six meetings in 2019–20. These efforts resulted in the development of a robust Request for Information (RFI) packet, which is currently outstanding and pending the final vendor selection. This effort will greatly benefit prospective students in the future, and therefore closely aligns with OSAR’s mission.

Licensing

Focused efforts have been made to maintain excellent customer service and efficient processing practices. The processing time for new full applications for approval to operate an institution nonaccredited was reduced by 14%. Select licensing staff have been an integral part of the project to revise all BPPE applications and the digitization of the application process with the inLumon Licensing System as part of DCA’s business modernization implementation project.

Administration

The Administration Unit showed its commitment to customer service excellence through the processing of 9,879 student transcript requests for students of Corinthian Colleges and other institutions that have closed.

Enforcement

The restructuring of the Enforcement Unit in fiscal year 2018–19, combined with the implementation of new processes, procedures, best practices, and additional training contributed to the success of the Complaints and Investigations Unit in fiscal year 2109–20. Although the number of complaints received by the Bureau increased 13% from 2018-19, the Bureau was able to reduce the number of pending complaints by 46% and reduce the time it takes to process complaints by 65%. Collectively, this has resulted in increased consumer protection.

Quality of Education

The Quality of Education Unit has been responsible for monitoring the progress of 142 approved institutions identified in 2014 as offering degree programs but not accredited. The institutions, as provided by SB 1247, were required to achieve full accreditation by July 1, 2020, or be approved for an extension of time to achieve accreditation, as provided by SB 1192. As of July 1, 2020, the Bureau is issuing a suspension of degree programs for seven institutions and has granted 17 extensions.

NEW LEGISLATION

AB 70 (Berman, Chapter 153, Statutes of 2020) imposes restrictions on both the creation of new nonprofit private postsecondary schools and the conversion of existing for-profit private postsecondary schools to nonprofit status, by requiring independent review and approval by the attorney general. This bill authorizes the appeal of actions taken by the attorney general and the Bureau.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	N
EXAMINATION	N
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	N

*Applicable to specific license types— refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPROVAL TO OPERATE AN INSTITUTION NONACCREDITED	\$5,000	\$5,000
APPROVAL TO OPERATE AN ACCREDITED INSTITUTION	\$750	\$750
ADDITION OF A SEPARATE BRANCH	\$3,000	\$3,000
CHANGE OF BUSINESS ORGANIZATION/ CONTROL/OWNERSHIP	\$500	\$500
CHANGE OF EDUCATIONAL OBJECTIVES	\$500	\$500
CHANGE OF LOCATION	\$500	\$500
CHANGE IN METHOD OF INSTRUCTIONAL DELIVERY	\$500	\$500
CHANGE OF NAME	\$500	\$500
REGISTRATION OR REREGISTRATION OF OUT OF STATE INSTITUTION	\$1,500	\$1,500
RENEWAL FOR APPROVAL TO OPERATE AN INSTITUTION NONACCREDITED	\$3,500	\$3,500
RENEWAL FOR APPROVAL TO OPERATE AN INSTITUTION NONACCREDITED–BRANCH	\$3,000	\$3,000
RENEWAL FOR APPROVAL TO OPERATE AN ACCREDITED INSTITUTION	\$500	\$500
SUBSTANTIVE CHANGE TO AN ACCREDITED INSTITUTION	\$250	\$250
VERIFICATION OF EXEMPTION	\$250	\$250

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
INITIAL INSTITUTIONAL APPROVAL BY MEANS OF ACCREDITATION	43	31	71
INITIAL INSTITUTIONAL APPROVAL NONACCREDITED	65	47	44
OUT OF STATE REGISTERED	65	63	N/A
VERIFICATION OF EXEMPTION	224	163	N/A
TOTAL	397	304	115

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,018	RECEIVED
274	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
744	REFERRED FOR INVESTIGATION
216	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
302	CONDUCTED
89	CITATIONS ISSUED

Investigations	
744	OPENED
919	CLOSED
216	PENDING

Number of Days to Complete Intake and Investigations	
431	UP TO 90 DAYS
198	91 TO 180 DAYS
143	181 DAYS TO 1 YEAR
82	1 TO 2 YEARS
36	2 TO 3 YEARS
29	OVER 3 YEARS
210	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
333	ISSUED
318	ISSUED WITH A FINE
28	WITHDRAWN
15	DISMISSED
38	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
INITIAL INSTITUTIONAL APPROVAL BY MEANS OF ACCREDITATION	0	422	0
INITIAL INSTITUTIONAL APPROVAL NONACCREDITED	0	558	0
OUT OF STATE REGISTERED	0	67	0
VERIFICATION OF EXEMPTION	0	N/A	0
TOTAL	0	1,047	0

*Verification of exemptions are not a license, registration, permit, or certificate. They are a verification of an institution's exempt status.

Licensing Population by Location Type	
TYPE	APPROVALS
MAIN LOCATIONS	1,047
BRANCH LOCATIONS	374
SATELLITE LOCATIONS	542
TOTAL LOCATIONS	1,963

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
N/A	N/A	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
N/A	N/A	N/A	N/A

Substantial Change Applications		
TYPE	APPS RECEIVED	APPROVALS
CHANGE OF BUSINESS ORGANIZATION/ CONTROL/OWNERSHIP	35	36
CHANGE OF EDUCATIONAL OBJECTIVE	178	140
CHANGE OF LOCATION	45	36
CHANGE IN METHOD OF INSTRUCTIONAL DELIVERY	227	57
CHANGE OF NAME	29	28
ADD BRANCH/SATELLITE LOCATION	21	19

Total Amount of Fines	
\$2,625,991.99	ASSESSED
\$547,979	REDUCED
\$314,238.88	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
18	CASES OPENED/INITIATED
37	CASES CLOSED
18	CASES PENDING

Number of Days to Complete AG Cases	
10	UP TO 1 YEAR
17	1 TO 2 YEARS
4	2 TO 3 YEARS
6	OVER 3 YEARS
714	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
11	STATEMENTS OF ISSUES FILED
12	ACCUSATIONS FILED
3	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
17	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
10	LICENSE APPLICATIONS DENIED
2	REVOCAION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
8	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS
24	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$110,377.02	ORDERED
\$19,585.81	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$191,017.63	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$191,017.63	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
202	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
478	AVERAGE NUMBER OF DAYS



OFFICE OF STUDENT ASSISTANCE AND RELIEF

(An office within the Bureau for Private Postsecondary Education)

Chief: Scott Valverde
 scott.valverde@dca.ca.gov
www.osar.bppe.ca.gov

Provides students with information on their rights when attending a private college, filing a school complaint, resources available including potential reimbursement from the Student Tuition Recovery Fund (STRF), and how to access state and federal relief programs.

ACCOMPLISHMENTS

In fiscal year 2019–20, the Office of Student Assistance and Relief (OSAR) presented 11 closed school workshops. During the COVID-19 crisis, many schools approved by the Bureau for Private Postsecondary Education (BPPE) were temporarily closed or transitioned to an online mode of instructional delivery, either temporarily or permanently. OSAR worked closely with BPPE’s Licensing Unit to reach out to students impacted by these drastic changes to make them aware of their rights and of OSAR’s services. OSAR has proactively prepared for the strong possibility that many of the temporary closures will become permanent and has developed remote outreach strategies. In 2019–20, OSAR actively tracked 80 temporary school closures, including communicating with school representatives and impacted students. Prior to the crisis, OSAR provided in-person outreach at 30 events throughout the state on topics as diverse as; an overview of OSAR’s free services, making an informed decision in selecting an institution or degree type, financial literacy, how to strategically research educational programs, and how to best utilize GI benefits. Since the COVID-19 pandemic, in-person college fairs and town hall opportunities have decreased significantly, and OSAR has therefore moved to a model of providing more general information to students via web resources and social media. OSAR participated virtually in one California Department of Veterans Affairs outreach event in 2019–20, however many more virtual events have been scheduled throughout 2020–21.

NUMBER OF STUDENTS SERVED

Federal Loan Forgiveness Claims	Total
Number of Students Assisted	4,114
Pending Claims	
Pending Claims (Qty.)	128
Pending Claims (Dollar Amount)	\$2,537,485.81
Approved Claims	
Approved Claims (Qty.)	20
Approved Claims (Dollar Amount)	\$309,553.10
Denied Claims	
Denied Claims (Qty.)	2
Denied Claims (Dollar Amount)	\$26,396.00
Appealed Claims	
Appealed Claims (Qty.)	0
Appealed Claims (Dollar Amount)	\$0

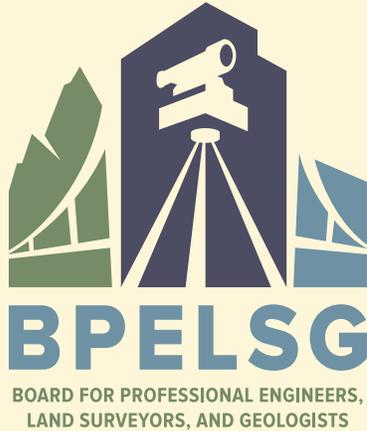
Students Served By OSAR	Total
Corinthian Students	366
Other Eligible Students	8,471
Total Number of Students	8,837

SUMMARY OF STUDENT SERVICES

STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Years 2018–19 Through 2019–20 -	Total
Number of Students Assisted	6,213
Number of Claims Received	429
Pending Claims	
Pending Claims (Qty.)	881
Pending Claims (Total Dollar Amount)	\$16,610,705.83
Approved Claims	
Claims Approved (Qty.)	488
Claims Approved (Total Dollar Amount)	\$4,553,958.83
Student Loans Canceled (Dollar Amount)	\$309,533.10
Student Loans Paid Off (Dollar Amount)	\$234,758.60
Cash Reimbursements to Students (Dollar Amount)	\$4,310,200.23
Denied Claims	
Claims Denied (Qty.)	138
Claims Denied (Total Dollar Amount)	\$1,822,117.36
Appealed Claims	
Claims on Appeal (Qty.)	3
Claims on Appeal (Total Dollar Amount)	\$54,531.72

Private Loan Relief (Non-STRF)	Total
Number of Students Assisted	4,099
- Referred Students to the Consumer Financial Protection Bureau	
- Referred Students to the California Department of Business Oversight	

Federal Loan Income-Dependent Repayment Plans	Total
Number of Students Assisted	0
Students Helped Out of Default on Federal Loan Through Consolidation or Rehabilitation	0



Licenses and regulates engineers, land surveyors, geologists, and geophysicists.

www.bpelsg.ca.gov

STAFF:

42.7 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

177,602

BOARD MEMBERSHIP:

8 public representatives
7 licensees

BOARD STAFF:

Executive Officer: Richard B. Moore, PLS
ric.moore@dca.ca.gov

Assistant Executive Officer: Nancy A. Eissler
nancy.eissler@dca.ca.gov

LAWS AND REGULATIONS:

Professional Engineers Act (Business and Professions Code section 6700, et seq.);

Geologist and Geophysicist Act (Business and Professions Code section 7800, et seq.);

Professional Land Surveyors' Act (Business and Professions Code section 8700, et seq.);

California Code of Regulations, Divisions 5 and 29, title 16 (sections 400, et seq., and 3000, et seq., respectively)

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code sections 6759, 7847, and 8748, an engineer or land surveyor registered in another state may apply for licensure in California by comity. Comity applicant must submit a complete application including work descriptions, references that can verify the work experience, college transcripts (optional), and verification of successful examination in another state. The complete application must be reviewed and approved by a staff engineer or land surveyor. In addition, comity applicants must take and pass the California Laws and Board Rules examination, a 25-question multiple-choice examination that is completed at home and returned to the Board office for scoring.

California accepts results of the National Council of Examiners for Engineering and Surveying (NCEES) exams for the practice act branches of civil, electrical, and mechanical engineering, the title act engineering branches, except for traffic, for which there is no national NCEES examination, and the NCEES Principles of Surveying examination for land surveying. Civil engineering applicants must also pass the California Seismic Principles and Engineering Surveying exams, which are both mandated by statute. Land surveying applicants must pass the California Professional Land Surveying examination, as required by statute. If the home state has waived the Fundamentals of Engineering or Fundamentals of Surveying examination, the application is evaluated to see if the home state's waiver matches California's waiver requirements; if not, the applicant must pass the respective fundamentals examination or have 14-17 years of experience.

California law does not provide for comity for foreign applicants registered in another country for engineering or land surveying disciplines. Applicants from foreign countries are required to submit the same application as first time California applicants and pass all required examinations.

The Board may accept out-of-state or foreign registration as qualification to register as a geologist or geophysicist so long as the applicant's qualifications meet the requirements to become a registered geologist or geophysicist in California.

ACCOMPLISHMENTS

Business Modernization

In January 2020, the Board received approval to begin contracted work for its business modernization project. Titled "Business Modernization Cohort 1," the Board, together with three other programs and the Department's Office of Information Services (OIS), commenced a collaborative first phase approach for development of a new application processing, licensing, and enforcement system. The Board's focus during the first phase is to implement an efficient online application portal for Engineers-in-Training (EIT) and Land Surveyors-in-Training (LSIT) applicants in addition to the development of an online complaint submittal process for consumers. Despite the many hurdles presented by the COVID-19 pandemic, the Cohort launched September 2020.

Enforcement

Streamlined Enforcement Caseload Management

During the transition of Board staff and other state agency employees to a nearly full-time telework environment due to the COVID-19 pandemic, the Enforcement Unit experienced a streamlined process of adapting to a cloud-first case management process, including video-conferencing tools to communicate as a team and the use of secure file share programs to transmit documents to external parties, OAG, and OAH. It is anticipated that there will be only minor increases in processing times, if any, due to the transition and newly-adopted practices. In addition, after a relatively short COVID-19 related delay.

Outreach on the Record of Survey/Corner Record Submittal/Filing Process towards Compliance with the Professional Land Surveyors' Act

In September 2018, the Board authorized staff to conduct a series of industry workshops with the land surveyor community to identify the most common issues that contribute to noncompliance with the requirement to submit and file a Record of Survey or Corner Record as mandated by the Professional Land Surveyors' Act (PLSA). After conducting multiple workshops around the state, in November 2019 staff presented the Board with findings and the Board authorized staff to continue to review and monitor the information and trends to see if statutory or regulatory changes are needed. Further, the Board authorized staff to facilitate annual workshops throughout the state focused on the respective roles and statutory responsibilities of the submitting land surveyors and the County Surveyor as it pertains to these concerns with the

overall intent to increase compliance and consumer service at a more consistent level throughout the state. Despite the hurdles presented by the onset of the COVID-19 pandemic, continued outreach is being conducted towards the development and facilitation of educational workshops in an online meeting format, thereby satisfying the educational need while maintaining a safe physically remote online presence.

Transition to Remote Examination Development Workshops

As a result of the COVID-19 pandemic, the Board's Examination Administration Unit has begun conducting remote examination development workshops for the development of each of the Board's examinations. The Board develops nine state examinations that are given on an annual, biannual, and daily basis. In an effort to develop items for all of the examinations, staff and the Board's examination vendor, Prometric Inc., conduct workshops with licensed subject matter experts (SMEs) several times a month. Until March 2020, each examination workshop was conducted in the Board office with all necessary SMEs in attendance for one to two days of development. Examination workshops are now conducted through WebEx with SMEs participating remotely. This change has increased availability of SMEs since travel dynamics no longer apply, positively impacting the Board staff's ability to successfully recruit more SMEs in a timely manner and allows for more flexibility for meeting scheduling. In addition, this transition to remote examination workshops has also resulted in a significant cost savings since the Board is no longer responsible for reimbursing airfare, hotel stays, car rentals, and meals.

Clarification of Educational Requirements for Geology and Geophysics Licensure and Certification

Effective October 1, 2019, the Board amended its regulations regarding the educational requirements for certification as a Geologist-in-Training and licensure as a Professional Geologist or a Professional Geophysicist. These amendments clarified what constitutes the acceptable educational component needed to obtain certification or licensure. Prior to these amendments, the laws were not clear in addressing acceptable education, leading to confusion among applicants as well as the reviewers of the applications. The regulations now specify that a degree in geological sciences must be in a program accredited by ABET Inc., or the applicant must complete a specified number of semester or quarter hours in geological coursework, as described in the regulations.

The Board also adopted new regulations to clarify the application process for licensure, including describing the specific information that professional references must provide when verifying an applicant’s qualifying work experience that is required for licensure. The changes to the regulations have provided much-needed clarification to help applicants and their references better understand what is required to become licensed as a Professional Geologist or a Professional Geophysicist.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	ENGINEERS/LAND SURVEYORS: NO; GEOLOGISTS/ GEOPHYSICISTS: YES
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	N
FINGERPRINT REQUIREMENT	Y

Fees

License Type	Actual Fee	Statutory Limit
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/APPLICATION	\$125	\$400
PROFESSIONAL LAND SURVEYOR/ APPLICATION	\$125	\$400
ENGINEER-IN-TRAINING/APPLICATION	\$50	\$100
LAND SURVEYOR-IN-TRAINING/ APPLICATION	\$50	\$100
CALIFORNIA SPECIAL CIVIL SEISMIC PRINCIPLES/EXAMINATION	\$150	*
CALIFORNIA SPECIAL CIVIL ENGINEERING SURVEYING/ EXAMINATION	\$150	*
GEOTECHNICAL ENGINEERING/ EXAMINATION	\$150	*
TRAFFIC ENGINEERING/EXAMINATION	\$150	*
CALIFORNIA STATE-SPECIFIC LAND SURVEYING/EXAMINATION	\$150	*
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/RENEWAL	\$115	\$400

License Type	Actual Fee	Statutory Limit
PROFESSIONAL LAND SURVEYOR/ RENEWAL	\$115	\$400
PROFESSIONAL ENGINEER (ALL DISCIPLINES)/RETIRED LICENSE	\$62.50	**
PROFESSIONAL LAND SURVEYOR/ RETIRED LICENSE	\$62.50	**
PROFESSIONAL GEOLOGIST/APPLICATION	\$250	\$250
PROFESSIONAL GEOPHYSICIST/ APPLICATION	\$250	\$250
CERTIFIED ENGINEERING GEOLOGIST/ APPLICATION	\$250	\$250
CERTIFIED HYDROGEOLOGIST/ APPLICATION	\$250	\$250
PRACTICE OF GEOLOGY NATIONAL EXAMINATION/EXAMINATION	\$250	***
CALIFORNIA SPECIFIC GEOLOGIST EXAMINATION/EXAMINATION	\$150	***
FUNDAMENTALS OF GEOLOGY NATIONAL EXAMINATION/ EXAMINATION	\$150	***
GEOPHYSICIST/EXAMINATION	\$100	****
CERTIFIED ENGINEERING GEOLOGIST/ EXAMINATION	\$100	****
CERTIFIED HYDROGEOLOGIST/ EXAMINATION	\$100	****
PROFESSIONAL GEOLOGIST/RENEWAL	\$270	\$400
PROFESSIONAL GEOPHYSICIST/ RENEWAL	\$270	\$400
CERTIFIED ENGINEERING GEOLOGIST/ RENEWAL	\$67.50	\$100
CERTIFIED HYDROGEOLOGIST/ RENEWAL	\$67.50	\$100
CERTIFIED ENGINEERING GEOLOGIST/ RETIRED LICENSE	\$62.50	*****
CERTIFIED HYDROGEOLOGIST/RETIRED LICENSE	\$62.50	*****
PROFESSIONAL GEOLOGIST/RETIRED LICENSE	\$62.50	*****
PROFESSIONAL GEOPHYSICIST/ RETIRED LICENSE	\$62.50	*****

*No greater than actual cost of development and administration.

**Not more than 50% of application fee in effect at the time.

***Equal to actual cost to the Board to administer the examination.

****Equal to actual cost to Board for development and maintenance of the examination, and shall not exceed \$100.

*****Not more than 50% of application fee in effect at the time.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AGRICULTURAL ENGINEER	1	0	66
CERTIFIED ENGINEERING GEOLOGIST	9	29	682
CERTIFIED HYDROGEOLOGIST	11	11	443
CHEMICAL ENGINEER	46	41	899
CIVIL ENGINEER	1,634	1,082	30,254
CONSULTING ENGINEER	N/A	N/A	0
CONTROL SYSTEMS ENGINEER	22	15	349
CORROSION ENGINEER	N/A	N/A	94
ELECTRICAL ENGINEER	409	398	5,384
ENGINEER-IN-TRAINING	2,688	2,760	N/A
FIRE PROTECTION ENGINEER	39	32	424
GEOLOGIST-IN-TRAINING	283	115	N/A
GEOTECHNICAL ENGINEER	48	30	732
INDUSTRIAL ENGINEER	4	5	98
LAND SURVEYOR	60	40	1,920
LAND SURVEYOR-IN-TRAINING	70	66	N/A
MANUFACTURING ENGINEER	N/A	N/A	111
MECHANICAL ENGINEER	440	469	8,541
METALLURGICAL ENGINEER	7	6	105
NUCLEAR ENGINEER	7	0	193
PETROLEUM ENGINEER	0	9	172
PHOTOGRAMMETRIC SURVEYOR	N/A	N/A	0
GEOLOGIST	134	86	2,441
GEOPHYSICIST	6	1	60
QUALITY ENGINEER	N/A	N/A	99
SAFETY ENGINEER	0	0	148
STRUCTURAL ENGINEER	157	80	2,292
TRAFFIC ENGINEER	54	36	829
TOTAL	6,129	5,311	56,336

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AGRICULTURAL ENGINEER	N/A	111	N/A
CERTIFIED ENGINEERING GEOLOGIST	N/A	1,467	N/A
CERTIFIED HYDROGEOLOGIST	N/A	928	N/A
CHEMICAL ENGINEER	N/A	1,917	N/A
CIVIL ENGINEER	N/A	57,847	N/A
CONSULTING ENGINEER	N/A	3	N/A
CONTROL SYSTEMS ENGINEER	N/A	842	N/A
CORROSION ENGINEER	N/A	142	N/A
ELECTRICAL ENGINEER	N/A	10,619	N/A
ENGINEER-IN-TRAINING	65,498	N/A	N/A
FIRE PROTECTION ENGINEER	N/A	850	N/A
GEOLOGIST-IN-TRAINING	358	N/A	N/A
GEOTECHNICAL ENGINEER	N/A	1,317	N/A
INDUSTRIAL ENGINEER	N/A	263	N/A
LAND SURVEYOR	N/A	4,086	N/A
LAND SURVEYOR-IN-TRAINING	3,091	N/A	N/A
MANUFACTURING ENGINEER	N/A	228	N/A
MECHANICAL ENGINEER	N/A	15,612	N/A
METALLURGICAL ENGINEER	N/A	190	N/A
NUCLEAR ENGINEER	N/A	270	N/A
PETROLEUM ENGINEER	N/A	314	N/A
PHOTOGRAMMETRIC SURVEYOR	N/A	0	N/A
GEOLOGIST	N/A	5,070	N/A
GEOPHYSICIST	N/A	148	N/A
QUALITY ENGINEER	N/A	257	N/A
SAFETY ENGINEER	N/A	251	N/A
STRUCTURAL ENGINEER	N/A	4,395	N/A
TRAFFIC ENGINEER	N/A	1,528	N/A
TOTAL	68,947	108,655	N/A

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
AGRICULTURAL ENGINEER	EVERY 2 YEARS	N/A
CERTIFIED ENGINEERING GEOLOGIST	EVERY 2 YEARS	N/A
CERTIFIED HYDROGEOLOGIST	EVERY 2 YEARS	N/A
CHEMICAL ENGINEER	EVERY 2 YEARS	N/A
CIVIL ENGINEER	EVERY 2 YEARS	N/A
CONSULTING ENGINEER	EVERY 2 YEARS	N/A
CORROSION ENGINEER	EVERY 2 YEARS	N/A
CONTROL SYSTEMS ENGINEER	EVERY 2 YEARS	N/A
ELECTRICAL ENGINEER	EVERY 2 YEARS	N/A
FIRE PROTECTION ENGINEER	EVERY 2 YEARS	N/A
GEOLOGIST	EVERY 2 YEARS	N/A
GEOPHYSICIST	EVERY 2 YEARS	N/A
GEOTECHNICAL ENGINEER	EVERY 2 YEARS	N/A
INDUSTRIAL ENGINEER	EVERY 2 YEARS	N/A
LAND SURVEYOR	EVERY 2 YEARS	N/A
MANUFACTURING ENGINEER	EVERY 2 YEARS	N/A
MECHANICAL ENGINEER	EVERY 2 YEARS	N/A
METALLURGICAL ENGINEER	EVERY 2 YEARS	N/A
NUCLEAR ENGINEER	EVERY 2 YEARS	N/A
PETROLEUM ENGINEER	EVERY 2 YEARS	N/A
PHOTOGRAMMATIC SURVEYOR	EVERY 2 YEARS	N/A
QUALITY ENGINEER	EVERY 2 YEARS	N/A
SAFETY ENGINEER	EVERY 2 YEARS	N/A
STRUCTURAL ENGINEER	EVERY 2 YEARS	N/A
TRAFFIC ENGINEER	EVERY 2 YEARS	N/A
ENGINEER-IN-TRAINING	VALID UNTIL ENGINEER LICENSE ISSUED	N/A
GEOLOGIST-IN-TRAINING	VALID UNTIL GEOLOGIST LICENSE ISSUED	N/A
LAND SURVEYOR-IN-TRAINING	VALID UNTIL LAND SURVEYOR LICENSE ISSUED	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CONTROL SYSTEMS ENGINEERING	13	17	30
ELECTRICAL ENGINEERING	161	321	482
FIRE PROTECTION ENGINEERING	32	21	53
FUNDAMENTALS OF ENGINEERING	2,910	2,503	5,413
FUNDAMENTALS OF GEOLOGY	136	73	209
FUNDAMENTALS OF SURVEYING	64	141	205
GEOLOGIST - CALIFORNIA STATE SPECIFIC EXAM	118	171	289
GEOLOGIST - PRINCIPLES AND PRACTICE	70	19	89
GEOPHYSICIST	1	2	3
GEOTECHNICAL ENGINEERING	30	48	78
INDUSTRIAL AND SYSTEMS ENGINEERING	N/A	N/A	N/A
LAND SURVEYING - PRINCIPLES AND PRACTICE	69	53	122
LAND SURVEYING - CALIFORNIA STATE SPECIFIC EXAM	33	48	81
MECHANICAL ENGINEERING	301	231	532
METALLURGICAL AND MATERIALS ENGINEERING	7	3	10
NUCLEAR ENGINEERING	0	1	1
PETROLEUM ENGINEERING	8	11	19
STRUCTURAL ENGINEERING - LATERAL FORCES	32	68	100
STRUCTURAL ENGINEERING - VERTICAL FORCES	39	77	116
TRAFFIC ENGINEERING	36	33	69

No examination statistics for Agricultural Engineering as examination is only offered once per year in the Spring and was postponed and rescheduled to next fiscal year due to COVID-19. No examination statistics for Industrial and Systems Engineering as examination was not administered in 2019-20. All examinations scheduled for Spring 2020 administration were canceled/postponed/rescheduled due to COVID-19 pandemic, with the exception of Civil Engineering - Engineering Surveying, Civil Engineering - Seismic Principles, and Geologist - California State Specific.

Summary of Enforcement Activity

Consumer Complaints—Intake	
377	RECEIVED
52	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
330	REFERRED FOR INVESTIGATION
6	PENDING

Conviction/Arrest Notification Complaints	
1	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1	REFERRED FOR INVESTIGATION
0	PENDING

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
AGRICULTURAL ENGINEERING	N/A	N/A	N/A
CERTIFIED ENGINEERING GEOLOGIST	29	11	40
CERTIFIED HYDROGEOLOGIST	11	7	18
CHEMICAL ENGINEERING	35	30	65
CIVIL ENGINEERING - PRINCIPLES AND PRACTICE	1,116	1,172	2,288
CIVIL ENGINEERING - ENGINEERING SURVEYING	959	990	1,949
CIVIL ENGINEERING - SEISMIC PRINCIPLES	879	953	1,832

BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
331	OPENED
335	CLOSED
329	PENDING

Number of Days to Complete Intake and Investigations	
29	UP TO 90 DAYS
64	91 TO 180 DAYS
142	181 DAYS TO 1 YEAR
98	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
289	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
79	ISSUED
75	ISSUED WITH A FINE
1	WITHDRAWN
8	DISMISSED
505	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$140,350	ASSESSED
\$0	REDUCED
\$84,467	COLLECTED

Criminal/Civil Actions	
8	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
38	CASES OPENED/INITIATED
34	CASES CLOSED
38	CASES PENDING

Number of Days to Complete AG Cases	
9	UP TO 1 YEAR
8	1 TO 2 YEARS
10	2 TO 3 YEARS
7	OVER 3 YEARS
737	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
35	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
2	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
1	LICENSE APPLICATIONS DENIED
6	REVOCAION
4	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
16	PROBATION ONLY
7	PUBLIC REPRIMAND
0	OTHER DECISIONS
34	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$121,180.12	ORDERED
\$111,930.22	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$7,900	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
\$7,900	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
12	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
277	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
490	AVERAGE NUMBER OF DAYS

DEPARTMENT OF CONSUMER AFFAIRS



PROFESSIONAL FIDUCIARIES BUREAU

Licenses and regulates professional fiduciaries.
www.fiduciary.ca.gov

STAFF:

2 civil servant positions
 1 exempt

**LICENSES, REGISTRATIONS, PERMITS,
 AND CERTIFICATES:**

766

ADVISORY COMMITTEE:

4 public representatives
 3 licensees

BUREAU STAFF:

Chief: Rebecca May
rebecca.may@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 6500–6592;
 California Code of Regulations, Division 41,
 title 16 §§ 4400–4622.

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Bureau Updates

The Professional Fiduciaries Bureau (Bureau) has remained open to the public and licensees during the COVID-19 pandemic, including ensuring public participation and accessibility to the Bureau by holding its first Advisory Committee meeting via WebEx.

The Bureau welcomed two new members to its Advisory Committee. One appointed by the Senate Rules Committee in January 2020 and the other appointed by the Governor in March 2020.

Outreach

Bureau staff attended and spoke at six outreach events, including senior resource fairs; a district attorney elder and fraud prevention fair; and, local senior centers. Staff spoke with consumers, professionals, and potential licensees at these events and educated the public about the Bureau’s purpose. One of the events was attended virtually due to the COVID-19 pandemic.

ADA Compliance

The Bureau completed updating its website to be fully compliant with American Disability Act (ADA) requirements.

Business Modernization

The Bureau completed its business modification plan which will allow the acceptance of payment by credit card and many of its applications on-line by fiscal year 2021-2022.

After completion of the occupational analysis last fiscal year, the Center for Guardianship Certification national portion of the Professional Fiduciaries examination was revised and is being offered to candidates as of June 2020.

NEW LEGISLATION

There was no enacted legislation solely related to the Bureau in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION	\$400	N/A
INITIAL LICENSE	\$600 + PRORATION	N/A
RENEWAL	\$700	N/A
DELINQUENT RENEWAL	\$150	N/A
DUPLICATE LICENSE	\$25	N/A

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PROFESSIONAL FIDUCIARY	113	59	696
TOTAL	113	59	696

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PROFESSIONAL FIDUCIARY	0	766	0
TOTAL	0	766	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PROFESSIONAL FIDUCIARY	ANNUAL	15 INCLUDING 2 HOURS OF ETHICS

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
PROFESSIONAL FIDUCIARY NATIONAL PORTION	52	63	115
PROFESSIONAL FIDUCIARY STATE PORTION	52	62	114

Summary of Enforcement Activity

Consumer Complaints—Intake	
142	RECEIVED
31	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
109	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
109	OPENED
90	CLOSED
89	PENDING

Number of Days to Complete Intake and Investigations	
38	UP TO 90 DAYS
16	91 TO 180 DAYS
13	181 DAYS TO 1 YEAR
23	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
178	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
30	ISSUED
30	ISSUED WITH A FINE
2	WITHDRAWN
0	DISMISSED
43	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$43,550	ASSESSED
\$2,750	REDUCED
\$18,050	COLLECTED

PROFESSIONAL FIDUCIARIES BUREAU

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
6	CASES OPENED/INITIATED
5	CASES CLOSED
7	CASES PENDING

Number of Days to Complete AG Cases	
1	UP TO 1 YEAR
4	1 TO 2 YEARS
0	2 TO 3 YEARS
0	OVER 3 YEARS
806	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
3	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
1	REVOCAION
2	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
1	PROBATION ONLY
1	PUBLIC REPRIMAND
0	OTHER DECISIONS
5	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

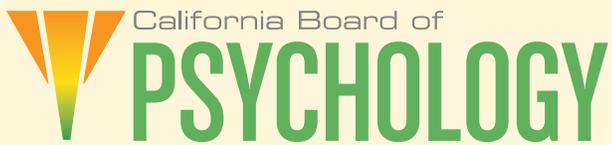
Cost Recovery to DCA	
\$7,000	ORDERED
\$1,200	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
2	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
178	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
429	AVERAGE NUMBER OF DAYS



Licenses and regulates psychologists, registered psychologists, and psychological assistants.

www.psychology.ca.gov

STAFF:

28 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

23,441

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Antonette Sorrick
antonette.sorrick@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 2900–2999;
California Code of Regulations, Division 13.6,
title 16, §§ 1380–1397.71.

SUNSET REVIEW:

Last review: 2016 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2946, a psychologist certified or licensed in another state or province and who has made application to the Board for a license in this state may perform activities and services of a psychological nature without a valid license for a period not to exceed 180 calendar days from the time of submitting his or her application or from the commencement of residency in California, whichever occurs first. Business and Professions Code section 2912 states that nothing in this chapter shall be construed to restrict or prevent a person who is licensed as a psychologist at the doctoral level in another state or territory of the United States or in Canada from offering psychological services in this state for a period not to exceed 30 days in a calendar year.

ACCOMPLISHMENTS

The Board of Psychology (Board) was scheduled to go through a sunset review March of 2020. Due to the Coronavirus Disease 2019 (COVID-19) pandemic, the Board's sunset review was extended to the next calendar year. The Board held five Board meetings and five committee meetings during this fiscal year. Of these, two Board meetings and two committee meetings were after Governor Newsom's declaration of emergency.

Responding to a Pandemic

On March 4, 2020, the Governor proclaimed a State of Emergency in California as a result of the impacts of COVID-19 to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare to respond to an increasing number of individuals requiring medical care and hospitalization as a result of a broader spread of COVID-19. In response to the pandemic, the Board implemented the following processes:

- All Board staff were provided the opportunity to telework. In partnership with the Department of Consumer Affairs (DCA), the Board utilized cloud-based systems, to enable continuity of services for all enforcement, licensing, and central service processes.

- The Board was able to embrace new technology to continue the Board’s operation; ensuring the Board’s responsibility for consumer protection and public service. The Board was able to ensure continuity of services by advocating for policy, conducting closed session to discuss enforcement cases, and considering licensing requests from applicants and trainees.
- The Board worked with its control agencies to reduce paper processes to support the new telework environment.
- The Board formed the Emergency Preparedness Ad Hoc Committee, to identify deficiencies facing the Board in its policy-making abilities during an emergency. This Committee’s charge is to look at lessons learned from the COVID-19 emergency, catalogue existing waivers, evaluate the need for additional waivers, assist with messaging to stakeholders, and evaluate needs of committee/board meetings.
- Based on staff input and applicant and licensee inquiries, the Board requested several waivers through the Department of Consumer Affairs, and issued waivers, when authorized, to reduce barriers for the provision of psychological services in California. Once issued, the Board in partnership with its stakeholders, shared applicable waiver information to its licensees and applicants.

Processing Time Reduction

The Board was able to significantly reduce its processing time for completion of disciplinary cases by 237 days from the prior fiscal year.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y**
CONTINUING EDUCATION/COMPETENCY	Y**
FINGERPRINT REQUIREMENT	Y

Business and Professions Code §§ 2909, 2913, and 2914; California Code of Regulations §§ 1387 and 1387.4.

*No minimum experience requirement for psychological assistant.

**Examinations and continuing education are only required for psychologists.

Fees

License Type	Actual Fee	Statutory Limit
PSYCHOLOGIST/ APPLICATION FEE	\$40	\$50
PSYCHOLOGIST/ INITIAL LICENSE FEE	\$400	EQUAL TO RENEWAL FEE
PSYCHOLOGIST (ACTIVE)/ BIENNIAL RENEWAL FEE	\$400	\$500
PSYCHOLOGIST (ACTIVE)/ ADDITIONAL BIENNIAL FEES PAID AT RENEWAL*	\$30	\$30
PSYCHOLOGIST (INACTIVE)/ BIENNIAL RENEWAL FEE	\$40	\$40
PSYCHOLOGIST (INACTIVE)/ ADDITIONAL BIENNIAL FEES PAID AT RENEWAL**	\$20	\$20
PSYCHOLOGIST (ACTIVE)/ DELINQUENCY FEE	\$150	50% OF RENEWAL NOT TO EXCEED \$150
PSYCHOLOGIST (INACTIVE)/ DELINQUENCY FEE	\$20	50% OF RENEWAL NOT TO EXCEED \$150
CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLÉE)	\$129	COST TO BOARD
PSYCHOLOGICAL ASSISTANT/ APPLICATION FEE	\$40	\$75
PSYCHOLOGICAL ASSISTANT/ ANNUAL RENEWAL FEE	\$40	\$75
PSYCHOLOGICAL ASSISTANT/ DELINQUENCY FEE	\$20	50% OF RENEWAL NOT TO EXCEED \$150
REGISTERED PSYCHOLOGIST APPLICATION FEE	\$0	\$0
LICENSE VERIFICATION FEE	\$5	\$5

*Included in the biennial renewal fee for an active psychologist is an additional \$30 in fees which includes \$20 pursuant to BPC section 2987.2 and \$10 pursuant to CCR Title 16, Division 13.1, section 1397.69.

**Included in the biennial renewal fee for an inactive psychologist is an additional \$20 fee pursuant to BPC section 2987.2.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHOLOGICAL ASSISTANT	695	572	958
PSYCHOLOGIST	2,037	834	10,398
REGISTERED PSYCHOLOGIST	96	49	N/A
TOTAL	2,828	1,455	11,356

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHOLOGICAL ASSISTANT		1,326	
PSYCHOLOGIST		21,998	
REGISTERED PSYCHOLOGIST		117	
TOTAL		23,441	

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PSYCHOLOGIST	EVERY 2 YEARS	36
PSYCHOLOGICAL ASSISTANT	EVERY YEAR	0
REGISTERED PSYCHOLOGIST	NON-RENEWABLE	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
"EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)"	670	794	1,464
"CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLEE)"	860	247	1,107

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,142	RECEIVED
246	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
864	REFERRED FOR INVESTIGATION
144	PENDING

Conviction/Arrest Notification Complaints	
44	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
43	REFERRED FOR INVESTIGATION
3	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
907	OPENED
790	CLOSED
144	PENDING

Number of Days to Complete Intake and Investigations	
497	UP TO 90 DAYS
115	91 TO 180 DAYS
89	181 DAYS TO 1 YEAR
66	1 TO 2 YEARS
22	2 TO 3 YEARS
1	OVER 3 YEARS
137	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
103	ISSUED
103	ISSUED WITH A FINE
6	WITHDRAWN
0	DISMISSED
110	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$151,200	ASSESSED
\$13,000	REDUCED
\$116,961	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
63	CASES OPENED/INITIATED
51	CASES CLOSED
44	CASES PENDING

Number of Days to Complete AG Cases	
12	UP TO 1 YEAR
10	1 TO 2 YEARS
16	2 TO 3 YEARS
13	OVER 3 YEARS
983	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
9	STATEMENTS OF ISSUES FILED
49	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
3	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
9	LICENSE APPLICATIONS DENIED
10	REVOCAION
12	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
2	SUSPENSION ONLY
17	PROBATION ONLY
2	PUBLIC REPRIMAND
8	OTHER DECISIONS
60	TOTAL

Petition for Modification or Termination of Probation	
3	GRANTED
2	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
1	DENIED

Cost Recovery to DCA	
\$330,818.58	ORDERED
\$14,421.50	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
5	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
132	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
312	AVERAGE NUMBER OF DAYS



BUREAU OF REAL ESTATE APPRAISERS

Licenses and regulates real estate appraisers and registers appraisal management companies.

www.brea.ca.gov

STAFF:

28 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

10,353

BUREAU STAFF:

Chief: Vacant

Deputy Chief: Loretta Dillon
loretta.dillon@brea.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 11300–11423;

California Code of Regulations, title 10,
Chapter 6.5, §§ 3500–3761;

United States Code, title 12, § 3331-3356;

SUNSET REVIEW:

Last review: 2016 Next review: 2020

Bureau Highlights

RECIPROCITY

Pursuant to California Code of Regulations, Chapter 10, section 3569, the Bureau offers reciprocity when an appraiser has a valid license from a compliant state whose own requirements meet or exceed those of California at the time of application. Licenses are issued without additional examination, but the licensing fee is still required.

ACCOMPLISHMENTS

Organizational Plans

The Bureau completed its 2020–2025 Strategic Plan with goals and objectives to be accomplished by 2025. The environmental survey received the following response: 10 percent from external stakeholders, 70 percent from staff and 100 percent from management. The Strategic Plan incorporated the input from these internal and external stakeholders to formulate the goals that will direct the Bureau to effectively carry out its mission to safeguard public trust while ensuring efficient operations across licensing and registration, enforcement, laws and regulations, organizational effectiveness, and communication, customer service and outreach.

The Bureau equipped more than 75 percent of staff to telework, established scheduled to minimize time in office, and developed and implemented a COVID-19 precaution plan for those staff in the office.

Information Technology Advancements

The Bureau upgraded the online applicant status check feature to provide greater detail on submitted applications reducing the number of calls received by an average of approximately 50 calls per month compared to last year.

The Bureau deployed a new server migrating several information systems to the new server to ensure it has the capacity to manage the Bureau's needs, minimize failures, and provide a platform for better application availability, stability, reliability, and security.

The Bureau reviewed and modified all documents on its website to comply with the American Disability Act (ADA) requirements. As of June 30, 2020, the Bureau was 100 percent ADA compliant.

The Bureau upgraded several components of the online License Appraiser and Appraisal Management Company (AMC) searches to better serve the public.

Outreach Activities

The California Community Colleges, Real Estate Education Center (REEC) invited Bureau staff to share information on the most recent Bureau program changes and to provide information for potential instructors on how to start having their courses approved through the Bureau. This networking was the catalyst to the Bureau Chief’s invitation to participate in a podcast with the California Community Colleges. The podcast will be used to provide incoming Real Estate students a greater understanding of the types of appraisal assignments available for potential employment opportunities.

The Bureau’s Enforcement Unit developed and provided a presentation to the Sacramento Chapter of the Real Estate Appraisers Association in November 2019 regarding Bureau specific laws and regulations. The Unit also explained the complaint and investigation process with Enforcement case studies-examples.

Regulation Promulgation

The Bureau promulgated the Upgrade to a higher Appraisal License licensure duration to be issued as a new, full two-year license.

The Bureau promulgated the regulation to match California’s appraiser experience hours with federal levels established by the Appraisal Foundation’s Appraisal Qualifications Board.

NEW LEGISLATION

There was no enacted legislation solely related to the Bureau in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types–refer to laws and regulations for details.

Fees*

License Type	Actual Fee*	Statutory Limit
TRAINEE (AT)		
INITIAL APPLICATION FEE	\$400.00	N/A
INITIAL LICENSE FEE	\$450.00	\$450.00
TOTAL INITIAL LICENSE FEE	\$955.00	N/A
RENEWAL APPLICATION FEE	\$400.00	N/A
RENEWAL LICENSE FEE	\$450.00	\$450.00
TOTAL RENEWAL FEE	\$875.00	N/A
RESIDENTIAL (AL)		
INITIAL APPLICATION FEE	\$400.00	N/A
INITIAL LICENSE FEE	\$450.00	\$450.00
TOTAL INITIAL LICENSE FEE	\$1,035.00	N/A
RENEWAL APPLICATION FEE	\$400.00	N/A
RENEWAL LICENSE FEE	\$450.00	\$450.00
TOTAL RENEWAL FEE	\$955.00	N/A
CERTIFIED RESIDENTIAL (AR)		
INITIAL APPLICATION FEE	\$400.00	N/A
INITIAL LICENSE FEE	\$525.00	\$525.00
TOTAL INITIAL LICENSE FEE	\$1,110.00	N/A
RENEWAL APPLICATION FEE	\$400.00	N/A
RENEWAL LICENSE FEE	\$525.00	\$525.00
TOTAL RENEWAL FEE	\$1,030.00	N/A
CERTIFIED GENERAL (AG)		
INITIAL APPLICATION FEE	\$400.00	N/A
INITIAL LICENSE FEE	\$525.00	\$525.00
TOTAL INITIAL LICENSE FEE	\$1,030.00	N/A
RENEWAL APPLICATION FEE	\$400.00	N/A
RENEWAL LICENSE FEE	\$525.00	\$525.00
TOTAL RENEWAL FEE	\$1,030.00	N/A

* Actual Fee includes the Statutory Issuance fee and other fees.

The Bureau licenses additional categories that are not included in this list. Those fees can be found in Business and Professions Code §§ 11400-11409 and Title 16, California Code of Regulations §§ 3582 and 3583.

Additional fees are included. For an explanation of total fees, refer to the Bureau’s website and laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPRAISAL MANAGEMENT COMPANY (AMC)	151	130	112
CERTIFIED GENERAL	1,344	1,319	1,261
CERTIFIED RESIDENTIAL	2,225	2,201	2,183
RESIDENTIAL	472	460	447
TEMPORARY PRACTICE PERMITS	374	374	0
TRAINEE (BREA)	331	324	181
UPGRADE CERTIFIED GENERAL	16	16	0
UPGRADE CERTIFIED RESIDENTIAL	48	48	0
UPGRADE RESIDENTIAL	32	32	0
TOTAL	4,993	4,904	4,184

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPRAISAL MANAGEMENT COMPANY (AMC)	0	227	0
CERTIFIED GENERAL	0	2,956	0
CERTIFIED RESIDENTIAL	0	5,187	0
RESIDENTIAL	0	982	0
TEMPORARY PRACTICE PERMITS	374	0	0
TRAINEE (BREA)	0	627	0
UPGRADE CERTIFIED GENERAL	0	0	0
UPGRADE CERTIFIED RESIDENTIAL	0	0	0
UPGRADE RESIDENTIAL	0	0	0
TOTAL	374	9,979	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
LICENSEE	EVERY 2 YEARS	28
APPRAISAL MANAGEMENT COMPANY (AMC)	EVERY 2 YEARS	0
AMC CONTROLLING PERSON(S)	N/A	7
COURSE PROVIDER	EVERY 4 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
RESIDENTIAL (AL) [42.6% PASSED]	40	54	94
CERTIFIED RESIDENTIAL (AR) [44.4% PASSED]	64	80	144
CERTIFIED GENERAL (AG) [47.1% PASSED]	32	36	68

Summary of Enforcement Activity

Consumer Complaints—Intake	
226	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
225	REFERRED FOR INVESTIGATION
2	PENDING

Conviction/Arrest Notification Complaints	
0	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
0	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
225	OPENED
203	CLOSED
127	PENDING

Number of Days to Complete Intake and Investigations	
113	UP TO 90 DAYS
13	91 TO 180 DAYS
56	181 DAYS TO 1 YEAR
16	1 TO 2 YEARS
3	2 TO 3 YEARS
0	OVER 3 YEARS
164	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

BUREAU OF REAL ESTATE APPRAISERS

Citations and Fines	
42	ISSUED
26	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
291	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$106,250	ASSESSED
\$0	REDUCED
\$72,847	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
11	CASES OPENED/INITIATED
11	CASES CLOSED
5	CASES PENDING

Number of Days to Complete AG Cases	
6	UP TO 1 YEAR
2	1 TO 2 YEARS
2	2 TO 3 YEARS
1	OVER 3 YEARS
516	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
0	STATEMENTS OF ISSUES FILED
10	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
6	REVOCAION
6	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
3	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
16	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$0	ORDERED
\$0	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
6	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
173	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
305	AVERAGE NUMBER OF DAYS



Licenses and regulates registered nurses and evaluates them for certification in nursing specialties.

www.rn.ca.gov

STAFF:

238.8 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

557,964

BOARD MEMBERSHIP:

4 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Loretta Melby, MSN, RN
loretta.melby@dca.ca.gov

Assistant Executive Officer: Evon Lenerd Tapps, MBA
evon.lenerd@dca.ca.gov

LAWS AND REGULATIONS:

Business and Profession Code §§ 2700–2838.4;

California Code of Regulations, Division 14,
title 16, §§ 1402–1495.4.

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2732.1(b), the Board may issue a license upon written application to any individual, without examination, who is licensed or registered as a nurse in another state, district, or territory of the United States or Canada if they have qualifications equal to those required by the Board or have passed a comparable examination for licensure or registration and meet all other Board requirements.

ACCOMPLISHMENTS

Appointments

The Board welcomed Loretta Melby, RN, MSN, as Executive Officer. Ms. Melby has 25 years of healthcare experience including 19 years as a registered nurse with 13 of those years being in a variety of nurse management and leadership roles. Her state experience includes serving as a Nursing Education Consultant (NEC) for six years at the Board of Registered Nursing, and most recently, she served as the acting executive officer for the BRN. In that role she navigated the BRN during the onset of the COVID-19 pandemic, and ensuing declared State of Emergency, using strategic thinking and creativity. She has led BRN in finding alternative solutions within relevant statutes and regulations to help nursing students, while maintaining the integrity of the nursing practice and consumer protection. She has showcased her relationship building skills by collaborating with internal and external stakeholders to develop resources for students, the Board and the general public.

Ms. Melby has earned several professional degrees and certificates which include a Bachelor of Science in nursing and Master of Science in nursing. Throughout her career, Ms. Melby has demonstrated an in-depth knowledge of the nursing practice from all levels. From being a nurse, clinical instructor, director of nursing program, a nurse education specialist, sexual assault nurse examiner, nursing administration and practice manager, and a nurse education consultant she has enveloped a wide range of skills that will be invaluable to the BRN.

The Board welcomed McCaulie Feusahrens as the chief of the licensing division. She brings over 20 years of county and state service to the Board having worked in arenas that serve and protect California's most vulnerable individuals while at the Sacramento County Department of Human Assistance, the California Department of Education, and the California Department of Social Services. Ms. Feusahrens earned a Bachelor

of Arts degree in Communications from California State University, Monterey Bay. Her knowledge and background working across many areas including policy analysis, project management, licensing, enforcement, stakeholder engagement, and continuous quality improvement brings a fresh perspective and great value to the BRN.

The Board welcomed Matthew Yeates as deputy chief of consumer services and board operations. Mr. Yeates has over 15 years of policy, legislative, managerial and administrative experience with the State and professional non-profit organizations. His state experience includes serving at the California Department of Public Health and Social Services where he has over seven years working in and managing licensing programs. He earned a Bachelor of Arts in Mass Media Communication from California State University, Sacramento (CSUS) and has attended CSUS' College of Continuing Education's Advanced Supervisor Academy. He is a recognized leader in project management, having received three Service Excellence Awards at his previous Department.

Quality Improvement Efforts

The Board continues to review its internal business processes and receive questions and feedback from stakeholders to make quality improvement enhancements. In January 2020, the Board was made aware of concerns with licensees changing their status erroneously from active to inactive during the online renewal process. In partnership with DCA's Office of Information Services, the BRN was able to make changes to the BreEZe system that made the renewal questions clear as well as improve system functionality to ensure licensees have a better understanding of their selections.

In the first quarter of 2020, the BRN had over 3,000 licensing verifications in process. In the second quarter there were less than 370 in process. This reduction was made possible through quality improvement efforts, including but not limited to, enhanced training/cross training, staff development, and restructuring of workloads, resulting in licensing staff implementing quality assurance protocols and streamlining processes to promote efficiencies.

The BRN, in collaboration with DCA will continue to invest staff and resources into BreEZe modifications, that are necessary to enhance the online verification request and payment processes. The BRN will continue to work in partnership with stakeholders to address variances within the licensing verification process, in order to maintain the high level of integrity required of California Nursing license standards.

Internal Business Processes

The BRN continues with the hiring efforts for the 67 positions obtained from the 2019 Budget Change Proposal for additional staff to meet its daily operational needs. The additional staff will be used to improve customer service and other essential operations of the Board.

The BRN continues to leverage technological tools to enhance and improve internal processes; included but not limited to, going green efforts by converting to paperless processes. These paperless processes lead to increasing production efforts, reduction in application processing times and a reduction in overall cost to both DCA and the BRN.

Enforcement Division Audit Findings and Outcome

In response to a whistle blower complaint the Bureau of State Audits (BSA) conducted an investigation into allegations that executives within the BRN intentionally manipulated data and delivered a falsified report to the BSA in 2018, to satisfy a BSA recommendation made during the 2016 audit of the BRN's enforcement program (BSA 2016-046). Subsequently, BSA released Investigative Report 12020-0027 on its website on or about June 30, 2020, which outlined three recommendations to the BRN, which the BRN has responded to.

Pre-Licensure Audit Findings and Outcome

In August 2019, the Joint Legislative Audit Committee authorized the Bureau of State Audits to perform an audit of the BRN's Pre-Licensure Nursing Programs (BSA 2019-120). The final report was posted on BSA's website on or about July 7, 2020, with BRN's 60-day response submitted in September 2020. This audit had nine (9) objectives and resulted in four (recommendations to the BRN and two recommendations to the Legislature.

NEW LEGISLATION

AB 890 (Wood, Chapter 265, Statutes of 2020) creates the Nurse Practitioner Advisory Committee within the Board of Registered Nursing. It also expands the scope of practice for nurse practitioners, authorizing them to practice without physician supervision after meeting specified requirements, such as completing a transition to practice program to be developed by the Board. It also allows nurse practitioners to practice without standardized procedures upon enactment in certain collaborative healthcare settings, and outside of those settings after January 1, 2023.

AB 2288 (Low, Chapter 282, Statutes of 2020) allows nursing programs that have been approved by the Board to bypass specified requirements relating to clinical practice hours if they are in counties where a state of emergency has been declared and their usual clinical placement facility is unavailable due to the emergency. Under this bill, requirements are relaxed for utilizing clinical settings and preceptorships; the number of direct patient care hours are reduced to 50 percent for specialties in geriatrics and medical-surgical specialties, or 25 percent for specialties in mental health-psychiatric nursing, obstetrics, and pediatrics, if specified conditions are met; and allows theoretical education to precede experience in clinical practice. In order to protect consumer safety, this bill places limitations on the exemptions, including requiring requests be reviewed and approved by a nursing education consultant employed by the Board. Finally, the bill requires, within 30 days of the bill being enacted, the Board’s Executive Officer to develop a uniform method for evaluating requests and granting approvals.

SB 1237 (Dodd, Chapter 88, Statutes of 2020) expands the scope of practice for certified nurse-midwives and allows them to attend low-risk births without physician supervision, making their scope of practice and supervision requirements similar to licensed midwives. Additionally, nurse-midwives will be authorized to oversee some more complicated births subject to policies and protocols developed and mutually agreed to by a physician and nurse-midwife. If practicing outside of a hospital, nurse-midwives will be required to make specified disclosures to the patient and report any deaths or transfers to a hospital to the Department of Public Health.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
REGISTERED NURSE		
APPLICATION BY EXAMINATION (CALIFORNIA GRADUATES)	\$300	\$1,000
APPLICATION BY EXAMINATION (US GRADUATES)	\$350	\$1,000
APPLICATION BY EXAMINATION (INTERNATIONAL GRADUATES)	\$750	\$1,000
APPLICATION BY ENDORSEMENT (US GRADUATES)	\$350	\$1,000
APPLICATION BY ENDORSEMENT (INTERNATIONAL GRADUATES)	\$750	\$1,500
BIENNIAL RENEWAL FEE**	\$190	\$750
PUBLIC HEALTH NURSE		
PUBLIC HEALTH NURSE APPLICATION FEE	\$300	\$1,000
NURSE PRACTITIONER		
NURSE PRACTITIONER APPLICATION FEE	\$500	\$1,500
NURSE PRACTITIONER FURNISHING APPLICATION FEE	\$400	\$1,500

* The program has additional license populations and fees that can be found in California Code of Regulations section 1417.

** \$10 is assessed and collected for the Registered Nursing Education Fund pursuant to Business and Professions Code section 2815.1.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
CLINICAL NURSE SPECIALIST CERTIFICATE	75	59	1,677
CONTINUING EDUCATION PROVIDER (BRN)	230	213	991
INTERIM PERMIT	1,503	854	0
NURSE ANESTHETIST CERTIFICATE	267	198	1,258
NURSE MIDWIFE CERTIFICATE	94	80	658
NURSE MIDWIFE FURNISHING CERTIFICATE	87	72	507
NURSE PRACTITIONER CERTIFICATE	3,370	2,742	12,973
NURSE PRACTITIONER FURNISHING CERTIFICATE	3,071	2,649	11,655
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	58	2	103
PUBLIC HEALTH NURSE CERTIFICATE	2,438	1,365	17,865
REGISTERED NURSE	33,832	26,446	210,739
TEMPORARY LICENSE (BRN)	4,451	2,810	0
TOTAL	49,476	37,490	258,426

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
CLINICAL NURSE SPECIALIST CERTIFICATE	3,391	0	0
CONTINUING EDUCATION PROVIDER (BRN)	2,373	0	0
INTERIM PERMIT	0	0	0
NURSE ANESTHETIST CERTIFICATE	2,682	0	0
NURSE MIDWIFE CERTIFICATE	1,349	0	0
NURSE MIDWIFE FURNISHING CERTIFICATE	1,051	0	0
NURSE PRACTITIONER CERTIFICATE	27,640	0	0
NURSE PRACTITIONER FURNISHING CERTIFICATE	24,887	0	0
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	230	0	0
PUBLIC HEALTH NURSE CERTIFICATE	36,196	0	0
REGISTERED NURSE	0	458,165	0
TEMPORARY LICENSE (BRN)	0	0	0
TOTAL	99,799	458,165	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
REGISTERED NURSE LICENSE	EVERY 2 YEARS	30
CLINICAL NURSE SPECIALIST CERTIFICATE	EVERY 2 YEARS	0
NURSE ANESTHETIST CERTIFICATE	EVERY 2 YEARS	0
NURSE MIDWIFE CERTIFICATE	EVERY 2 YEARS	0
NURSE MIDWIFE PRACTITIONER CERTIFICATE	EVERY 2 YEARS	0
NURSE PRACTITIONER CERTIFICATE	EVERY 2 YEARS	0
NURSE PRACTITIONER FURNISHING CERTIFICATE	EVERY 2 YEARS	0
PSYCHIATRIC MENTAL HEALTH CERTIFICATE	EVERY 2 YEARS	0
PUBLIC HEALTH NURSE CERTIFICATE	EVERY 2 YEARS	0
CONTINUING EDUCATION PROVIDER	EVERY 2 YEARS	0
SCHOOL/PROGRAM APPROVALS	EVERY 2 YEARS	0

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NCLEX	12,873	3,075	15,948

Summary of Enforcement Activity

Consumer Complaints—Intake	
4,314	RECEIVED
28	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
4,309	REFERRED FOR INVESTIGATION
65	PENDING

Conviction/Arrest Notification Complaints	
3,877	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,862	REFERRED FOR INVESTIGATION
42	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
8,171	OPENED
8,077	CLOSED
2,418	PENDING

Number of Days to Complete Intake and Investigations	
5,937	UP TO 90 DAYS
542	91 TO 180 DAYS
816	181 DAYS TO 1 YEAR
718	1 TO 2 YEARS
56	2 TO 3 YEARS
8	OVER 3 YEARS
96	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
296	ISSUED
296	ISSUED WITH A FINE
19	WITHDRAWN
11	DISMISSED
231	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$207,075	ASSESSED
\$14,000	REDUCED
\$202,429	COLLECTED

Criminal/Civil Actions	
28	REFERRALS FOR CRIMINAL/CIVIL ACTION
9	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
1,217	CASES OPENED/INITIATED
1,436	CASES CLOSED
936	CASES PENDING

Number of Days to Complete AG Cases	
442	UP TO 1 YEAR
498	1 TO 2 YEARS
326	2 TO 3 YEARS
170	OVER 3 YEARS
624	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
54	STATEMENTS OF ISSUES FILED
959	ACCUSATIONS FILED
14	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
5	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
69	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
11	LICENSE APPLICATIONS DENIED
288	REVOCAION
205	SURRENDER OF LICENSE
29	PROBATION WITH SUSPENSION
3	SUSPENSION ONLY
299	PROBATION ONLY
141	PUBLIC REPRIMAND
0	OTHER DECISIONS
976	TOTAL

Petition for Modification or Termination of Probation	
117	GRANTED
6	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
45	GRANTED
18	DENIED

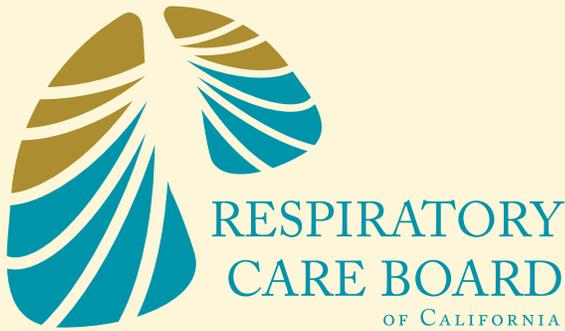
Cost Recovery to DCA	
\$731,794.43	ORDERED
\$900,887.35	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
6	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
93	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
363	AVERAGE NUMBER OF DAYS



Licenses and regulates respiratory care practitioners.

www.rcb.ca.gov

STAFF:

16.4 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

23,588

BOARD MEMBERSHIP:

4 public representatives
4 licensees
1 licensed physician and surgeon

BOARD STAFF:

Executive Officer: Stephanie Nunez
stephanie.nunez@dca.ca.gov

Assistant Executive Officer: Christine Molina
christine.molina@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 3700-3779;

California Code of Regulations, Division 13.6,
title 16, §§1399.300-1399.395.

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 3735, the Board recognizes and accepts the National Board for Respiratory Care’s registered respiratory therapist credential in lieu of passage of the state licensing examinations. However, education requirements must also be met and background checks performed prior to license issuance. Further, verification of licensure, including discipline history, is required from each state where the applicant has been licensed.

ACCOMPLISHMENTS

The Board published and distributed a booklet entitled Licensure and the Application Process to educate students pursuing respiratory care practitioner licensure about requirements, expectations, timelines, and consequences of violating the Respiratory Care Practice Act.

Reestablished the online publishing of quarterly disciplinary action summaries with links to public documents (summaries available from 2016 to present).

Responded to the COVID-19 pandemic and its impact on internal operations, as well as the respiratory care profession. Essential activities included the development and updating of frequently asked questions, responding to numerous stakeholder inquiries, participating in roundtable discussions, providing input regarding recommended waivers, establishing revised application and licensing processes, and transitioning staff to telework.

Implemented Assembly Bill 2138 (Chiu, Chapter 995 Statutes of 2018) by initiating the regulatory process to put into effect changes in law related to substantial relationship and rehabilitation criteria for applicants and licensees. The Board revised application forms and reengineered business processes consistent with the statutory changes and modified the BreEZe system to capture required applicant demographic data.

Updated the Respiratory Care Board of California and Board of Vocational Nursing and Psychiatric Technicians Joint Statement to remove “home care locations” in response to stakeholder input and maintaining access to care in the home.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
APPLICATION FEE	\$300	\$300
EXAMINATION FEE	\$190 - \$390	ACTUAL COST
BIENNIAL RENEWAL FEE	\$330	\$330

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
RESPIRATORY CARE PRACTITIONER	1,059	879	8,473
TOTAL	1,059	879	8,473

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
RESPIRATORY CARE PRACTITIONER		23,588	
TOTAL		23,588	

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
RESPIRATORY CARE PRACTITIONER	BIENNIAL	30

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
THERAPIST MULTIPLE CHOICE	819	193	1,012
CLINICAL SIMULATION EXAMINATION	648	304	952

Summary of Enforcement Activity

Consumer Complaints—Intake	
294	RECEIVED
46	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
250	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
448	RECEIVED
14	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
438	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
N/A	CONDUCTED
N/A	CITATIONS ISSUED

Investigations	
688	OPENED
718	CLOSED
145	PENDING

Number of Days to Complete Intake and Investigations	
552	UP TO 90 DAYS
94	91 TO 180 DAYS
58	181 DAYS TO 1 YEAR
13	1 TO 2 YEARS
1	2 TO 3 YEARS
0	OVER 3 YEARS
70	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
77	ISSUED
77	ISSUED WITH A FINE
2	WITHDRAWN
0	DISMISSED
74	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$47,563	ASSESSED
\$7,475	REDUCED
\$44,795	COLLECTED

RESPIRATORY CARE BOARD OF CALIFORNIA

Criminal/Civil Actions	
N/A	REFERRALS FOR CRIMINAL/CIVIL ACTION
N/A	CRIMINAL ACTIONS FILED
N/A	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
43	CASES OPENED/INITIATED
33	CASES CLOSED
31	CASES PENDING

Number of Days to Complete AG Cases	
17	UP TO 1 YEAR
14	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
401	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
30	ACCUSATIONS FILED
2	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
1	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
5	REVOCAION
4	SURRENDER OF LICENSE
6	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
11	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
26	TOTAL

Petition for Modification or Termination of Probation	
5	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$187,908.25	ORDERED
\$119,866.91	COLLECTED

Restitution to Consumers/Refunds/Savings	
N/A	RESTITUTION ORDERED
N/A	AMOUNT REFUNDED
N/A	REWORK AT NO CHARGE
N/A	ADJUSTMENTS/RETURNS/EXCHANGES
N/A	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
1	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
69	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
241	AVERAGE NUMBER OF DAYS



Licenses and regulates security guards, proprietary private security employers and officers, private investigators, alarm companies and employees, locksmith companies and locksmiths, private patrol operators, and repossession agencies and their employees. The Bureau also has jurisdiction over firearm and baton training facilities and their instructors.

www.bsis.ca.gov

STAFF:

61.4 civil servant positions
9 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

412,071

ADVISORY COMMITTEE MEMBERSHIP:

6 public representatives (Advisory)
7 industry representatives (Advisory)
5 public representatives (Disciplinary Review)
5 industry representatives (Disciplinary Review)

BUREAU STAFF:

Bureau Chief: Lynne Andres
lynne.andres@dca.ca.gov

Deputy Chief–Licensing: Gloriela Garcia
gloriela.garcia@dca.ca.gov

Deputy Chief–Enforcement: Samuel Stodolski
samuel.stodolski@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 6980-6981;
§§ 7500-7599.80;

California Code of Regulations, Division 7,
title 16, §§ 600-645.

SUNSET REVIEW:

Last review: 2019 Next review: 2023

Bureau Highlights

RECIPROCITY

The Bureau does not have reciprocity.

ACCOMPLISHMENTS

Enhancements

The Private Security Services Fund and the Private Investigator Funds were merged on July 1, 2020, to ensure and aid in consistent budgetary oversight.

The Bureau installed a BreEZe terminal in the office lobby, to better assist in-person licensees and applicants. The Bureau is also able to accept credit card payments via the terminal.

After months of upgrading and redesign the Bureau completed the roll out of its new streamlined website. For the first time, the Bureau website will be mobile-friendly.

The Bureau created a Facebook and Twitter page in coordination with DCA Communications Division.

Licensing Improvements

The Licensing and Policy Units reenabled online initial firearm permits on October 16, 2019. This application process was taken offline in 2017 due to the high deficiency rate of submissions, and only paper applications were accepted during that time. After adding improvements to the process including upgrades to BreEZe, the Bureau reinstated it. Since reinstatement, overall for fiscal year there is a 23% online participation rate, and 77% paper. The Bureau is seeing a steady increase in Quarter 2 with the online participation rate at 41%.

On January 9, 2020, the Licensing and Policy Units reenabled online renewal applications for firearm permits. Like the initial firearms permit, this application process was taken offline in 2017 due to the high deficiency rate of submissions, and only paper applications were accepted during that time. After adding improvements to the process including upgrades to BreEZe, the Bureau reinstated it. Overall for 2019-20 there is a 14% online participation rate and 86% paper. The Bureau is seeing an increase in Quarter 2 with the online participation rate at 36%.

During the first nine weeks of the COVID-19 pandemic when demand for security guards escalated, the Licensing Unit stepped up and established an expedited licensing process. The expedited security guard registration processing system put in place to address

COVID-19 demands ran from April 2 to June 1, 2020. The Licensing Unit was able to expedite an additional 600 security guard registration applications during that time. The average turnaround time for these expedited apps was 24 hours.

The Bureau updated the security guard application to make it easier to read and complete, and consequently reduced application deficiencies.

In fiscal year 2019-20, the Bureau processed 15,367 applications identified as belonging to a current member or veteran of the U.S. military, bringing the total number of applications processed since the inception of the Bureau's Veterans Come First Program in 2012 to 64,199. Through the Program, the Bureau provides priority services to veteran applicants via a dedicated email account and specifically assigned staff to aid them through the licensing process.

Enforcement

The Enforcement Unit reduced the average investigation cycle time from 146 days to 111 days to align with the Department's Enforcement Performance Measures.

The Bureau's Complaint Resolution staff negotiated \$191,912 in savings on behalf of consumers.

The Bureau continued the firearms assessment for security guards applying for a firearms permit to determine whether the individual possesses, at the time of the assessment, appropriate judgment, restraint, and self-control for the purposes of carrying a firearm during the course of their security guard duties. Since implementation, a total of 10,556 applicants have completed the firearms assessment with Psychology Services LLC, with a passage rate of 85%.

Due to the COVID-19 pandemic, the Disciplinary Review Committees were unable to meet in person to hear appeals of Bureau decisions. However, the Bureau was successful in coordinating telephonic hearings in accordance with Bagley-Keene and Governor Newsom's Executive Orders.

NEW LEGISLATION

AB 2759 (Obermolte, Chapter 354, Statutes of 2020)

extends the time to reinstate an expired repossession agency license from three to 10 years and allows the immediate family of a repossession agency licensee to continue the business with the same license number after the licensee's death. The immediate family member, defined as a spouse, father, mother, brother, sister, son, daughter, granddaughter, or grandson, would be required to submit a written request to the Bureau within 120 days of the licensee's death and must meet the requirements for licensure.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y*
CONTINUING EDUCATION/COMPETENCY	Y*
FINGERPRINT REQUIREMENT	Y*

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type	Actual Fee	Statutory Limit
LOCKSMITH		
INITIAL APPLICATION FEE	\$250.00	\$275.00
INITIAL LICENSE FEE	\$250.00	\$275.00
TOTAL INITIAL LICENSE FEE	\$500.00	\$550.00
BIENNIAL RENEWAL FEE	\$500.00	\$550.00
BRANCH OFFICE/INITIAL BRANCH FEE	\$250.00	\$275.00
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$150.00	\$165.00
EMPLOYEE/INITIAL APPLICATION FEE	\$55.00	\$60.00
EMPLOYEE/BIENNIAL RENEWAL FEE	\$40.00	\$44.00
PRIVATE INVESTIGATOR		
INITIAL APPLICATION AND EXAMINATION FEE	\$340.00	\$374.00
INITIAL LICENSE FEE	\$385.00	\$424.00
TOTAL INITIAL LICENSE FEE	\$725.00	\$798.00
BIENNIAL RENEWAL FEE	\$265.00	\$292.00
BRANCH OFFICE/INITIAL BRANCH FEE	\$90.00	\$99.00
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$65.00	\$72.00
PRIVATE PATROL OPERATOR		
INITIAL APPLICATION & EXAMINATION FEE	\$550.00	\$605.00
INITIAL LICENSE FEE	\$770.00	\$847.00
TOTAL INITIAL LICENSE FEE	\$1,320.00	\$1,452.00
BIENNIAL RENEWAL FEE	\$900.00	\$990.00
BRANCH OFFICE/INITIAL BRANCH FEE	\$250.00	\$275.00
BRANCH OFFICE/BIENNIAL RENEWAL FEE	\$150.00	\$165.00
SECURITY GUARD		
INITIAL APPLICATION FEE	\$55.00	\$60.00
BIENNIAL RENEWAL FEE	\$40.00	\$44.00
FIREARMS PERMIT		
INITIAL APPLICATION	\$100.00	\$110.00
BIENNIAL RENEWAL	\$80.00	\$88.00
FIREARMS TRAINING INSTRUCTOR		
INITIAL APPLICATION FEE	\$350.00	\$385.00
BIENNIAL RENEWAL FEE	\$300.00	\$330.00

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Summary of Licensing Activity

License Type	Actual Fee	Statutory Limit
FIREARMS TRAINING FACILITY		
INITIAL APPLICATION FEE	\$800.00	\$880.00
BIENNIAL RENEWAL FEE	\$750.00	\$825.00
BATON PERMIT		
INITIAL APPLICATION FEE	\$60.00	\$66.00
BIENNIAL RENEWAL FEE	N/A	N/A
BATON TRAINING INSTRUCTOR		
INITIAL APPLICATION FEE	\$350.00	\$385.00
BIENNIAL RENEWAL FEE	\$275.00	\$303.00
BATON TRAINING FACILITY		
INITIAL APPLICATION FEE	\$700.00	\$770.00
BIENNIAL RENEWAL FEE	\$550.00	\$605.00
PROPRIETARY PRIVATE SECURITY EMPLOYER		
INITIAL APPLICATION FEE	\$350.00	\$385.00
BIENNIAL RENEWAL FEE	\$350.00	\$385.00
PROPRIETARY PRIVATE SECURITY OFFICER		
INITIAL APPLICATION FEE	\$55.00	\$60.00
BIENNIAL RENEWAL FEE	\$40.00	\$44.00
ALARM COMPANY OPERATOR		
INITIAL APPLICATION FEE	\$370.00	\$407.00
INITIAL LICENSE FEE	\$600.00	\$660.00
TOTAL LICENSE FEE	\$970.00	\$1,067.00
BIENNIAL RENEWAL FEE	\$750.00	\$825.00
ALARM COMPANY OPERATOR QUALIFIED MANAGER		
INITIAL APPLICATION & EXAMINATION FEE	\$350.00	\$385.00
BIENNIAL RENEWAL FEE	\$225.00	\$248.00
ALARM COMPANY OPERATOR BRANCH OFFICE		
INITIAL APPLICATION FEE	\$250.00	\$275.00
BIENNIAL RENEWAL FEE	\$150.00	\$165.00
ALARM AGENT		
INITIAL APPLICATION FEE	\$55.00	\$60.00
BIENNIAL RENEWAL FEE	\$40.00	\$44.00
REPOSSESSION AGENCY		
INITIAL LICENSE FEE	\$970.00	\$1,067.00
LICENSE RENEWAL FEE	\$750.00	\$825.00
REPOSSESSION AGENCY QUALIFIED MANAGER		
INITIAL APPLICATION AND EXAMINATION FEE	\$350.00	\$385.00
LICENSE RENEWAL FEE	\$225.00	\$248.00
REPOSSESSION AGENCY EMPLOYEE		
INITIAL APPLICATION FEE	\$75.00	\$82.00
REGISTRATION RENEWAL FEE	\$40.00	\$44.00

*Additional Fees may be required. Refer to the Laws and Regulation for details.

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
ALARM COMPANY EMPLOYEE REGISTRATION	3,893	3,774	4,528
ALARM COMPANY OPERATOR	149	81	838
ALARM COMPANY OPERATOR BRANCH	47	25	127
ALARM COMPANY QUALIFIED MANAGER	105	40	925
BATON PERMIT	2,986	2,986	N/A*
FIREARM PERMIT	10,700	5,552	14,207
LOCKSMITH COMPANY OPERATOR	234	179	911
LOCKSMITH EMPLOYEE REGISTRATION	367	317	670
LOCKSMITH BRANCH	9	7	27
PRIVATE INVESTIGATOR	433	253	3,961
PRIVATE INVESTIGATOR BRANCH	49	39	43
PRIVATE PATROL OPERATOR	613	262	1,138
PRIVATE PATROL OPERATOR BRANCH	75	49	98
PROPRIETARY PRIVATE SECURITY EMPLOYER	131	93	174
PROPRIETARY PRIVATE SECURITY OFFICER	2,491	2,000	1,363
REPOSSESSION AGENCY	12	6	137
REPOSSESSION AGENCY EMPLOYEE	163	156	304
REPOSSESSION AGENCY QUALIFIED MANAGER	31	2	113
SECURITY GUARD	64,497	58,605	89,035
TRAINING FACILITY (BATON)	13	15	69
TRAINING FACILITY (FIREARM)	34	17	144
TRAINING INSTRUCTOR (BATON)	27	17	89
TRAINING INSTRUCTOR (FIREARM)	63	47	285
TOTAL	87,122	74,522	119,186

*Baton permits are not subject to renewals.

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
ALARM COMPANY EMPLOYEE REGISTRATION	0	17,154	0
ALARM COMPANY OPERATOR	0	1,810	0
ALARM COMPANY OPERATOR BRANCH	235	0	0
ALARM COMPANY QUALIFIED MANAGER	1,843	0	0
BATON PERMIT	34,718	0	0
FIREARM PERMIT	37,458	0	0

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Licensing Population by Type			
LOCKSMITH COMPANY OPERATOR	0	2,174	0
LOCKSMITH EMPLOYEE REGISTRATION	0	2,132	0
LOCKSMITH BRANCH	50	0	0
PRIVATE INVESTIGATOR		8,329	0
PRIVATE INVESTIGATOR BRANCH	171	0	0
PRIVATE PATROL OPERATOR	0	2,477	0
PRIVATE PATROL OPERATOR BRANCH	341	0	0
PROPRIETARY PRIVATE SECURITY EMPLOYER	0	607	0
PROPRIETARY PRIVATE SECURITY OFFICER	0	7,151	0
REPOSSESSION AGENCY	0	268	0
REPOSSESSION AGENCY EMPLOYEE	0	696	0
REPOSSESSION AGENCY QUALIFIED MANAGER	264	0	0
SECURITY GUARD	0	292,883	0
TRAINING FACILITY (BATON)	164	0	0
TRAINING FACILITY (FIREARM)	336	0	0
TRAINING INSTRUCTOR (BATON)	199	0	0
TRAINING INSTRUCTOR (FIREARM)	611	0	0
TOTAL	76,390	335,681	0

*Baton permits are not subject to renewals.

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
ALARM COMPANY OPERATOR-BRANCH	EVERY 2 YEAR	N/A
ALARM COMPANY EMPLOYEE REGISTRATION	EVERY 2 YEAR	N/A
ALARM COMPANY OPERATOR	EVERY 2 YEAR	N/A
ALARM COMPANY QUALIFIED MANAGER	EVERY 2 YEAR	N/A
BATON PERMIT***	N/A	N/A
FIREARM PERMIT*	EVERY 2 YEAR	8
SECURITY GUARD REGISTRATION	EVERY 2 YEAR	16
LOCKSMITH-BRANCH	EVERY 2 YEAR	N/A
LOCKSMITH COMPANY OPERATOR	EVERY 2 YEAR	N/A
LOCKSMITH EMPLOYEE REGISTRATION	EVERY 2 YEAR	N/A
PRIVATE INVESTIGATOR	EVERY 2 YEAR	N/A

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
PRIVATE INVESTIGATOR-BRANCH	EVERY 2 YEAR	N/A
PRIVATE PATROL OPERATOR-BRANCH	EVERY 2 YEAR	N/A
PRIVATE PATROL OPERATOR	EVERY 2 YEAR	N/A
PROPRIETARY PRIVATE SECURITY EMPLOYER	EVERY 2 YEAR	N/A
PROPRIETARY PRIVATE SECURITY OFFICER	EVERY 2 YEAR	4
REPOSSESSION AGENCY**	EVERY 2 YEAR	N/A
REPOSSESSION AGENCY EMPLOYEE**	EVERY 2 YEAR	N/A
REPOSSESSION AGENCY QUALIFIED MANAGER**	EVERY 2 YEAR	N/A
TRAINING FACILITY-BATON	EVERY 2 YEAR	N/A
TRAINING FACILITY-FIREARM	EVERY 2 YEAR	N/A
TRAINING INSTRUCTOR-BATON	EVERY 2 YEAR	N/A
TRAINING INSTRUCTOR-FIREARM	EVERY 2 YEAR	N/A

*Includes four range qualifications and eight hours of continuing education

**Initial renewal frequency is one year; thereafter, renewal is every two years.

***Not subject to renewal.

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
ALARM COMPANY QUALIFIED MANAGER	36	6	42
FIREARMS PERMIT ASSESSMENT	5,608	887	6,495
PRIVATE INVESTIGATOR QUALIFIED MANAGER	234	89	323
PRIVATE PATROL QUALIFIED MANAGER	193	218	411
REPOSSESSION AGENCY QUALIFIED MANAGER	2	1	3

Summary of Enforcement Activity

Consumer Complaints—Intake	
2,844	RECEIVED
453	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
2,375	REFERRED FOR INVESTIGATION
24	PENDING

Conviction/Arrest Notification Complaints	
22,415	RECEIVED
18,629	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
3,786	REFERRED FOR INVESTIGATION
1,490	PENDING

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

Inspections	
269	CONDUCTED
14	CITATIONS ISSUED

Investigations	
6,161	OPENED
7,126	CLOSED
1,465	PENDING

Number of Days to Complete Intake and Investigations	
5,006	UP TO 90 DAYS
1,087	91 TO 180 DAYS
451	181 DAYS TO 1 YEAR
449	1 TO 2 YEARS
84	2 TO 3 YEARS
49	OVER 3 YEARS
113	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
103	ISSUED
103	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
248	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$243,836	ASSESSED
\$2,000	REDUCED
\$73,086	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
564	CASES OPENED/INITIATED
421	CASES CLOSED
471	CASES PENDING

Number of Days to Complete AG Cases	
318	UP TO 1 YEAR
70	1 TO 2 YEARS
26	2 TO 3 YEARS
7	OVER 3 YEARS
303	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
514	STATEMENTS OF ISSUES FILED
53	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
270	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
6	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
3,606	LICENSE APPLICATIONS DENIED
181	REVOCAION
6	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
760	SUSPENSION ONLY
13	PROBATION ONLY
0	PUBLIC REPRIMAND
9	OTHER DECISIONS
4,575	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
3	DENIED

Cost Recovery to DCA	
\$23,601.28	ORDERED
\$65,899.54	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$25,538	AMOUNT REFUNDED
\$1,750	REWORK AT NO CHARGE
\$163,895	ADJUSTMENTS/RETURNS/EXCHANGES
\$191,183	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
111	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
293	AVERAGE NUMBER OF DAYS



SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Licenses and regulates speech-language pathology assistants, audiologists, and hearing aid dispensers.

www.speechandhearing.ca.gov

STAFF:

12.6 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

35,171

BOARD MEMBERSHIP:

3 public representatives
6 licensees

BOARD STAFF:

Executive Officer: Paul Sanchez
paul.sanchez@dca.ca.gov

Assistant Executive Officer: Cherise Burns
cherise.burns@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code
Sections 2530–2539.14;

California Code of Regulations, Division 13.3,
title 16, sections 1399.100–1399.144;

California Code of Regulations, Division 13.4,
title 16, sections 1399.150–1399.199.14

SUNSET REVIEW:

Last review: 2017 Next review: 2022

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

The Board mobilized a proactive and robust response to the COVID-19 pandemic by submitting six DCA waiver applications, four of which were approved, that allowed the waiving of certain licensing and practice requirements for licensees and registrants to continue providing necessary speech and hearing services to California’s consumers during the pandemic.

Board Improvements

The Board, in coordination with DCA’s Organizational Improvement Office analyzed over 71 Board processes to identify current and future efficiencies in Board processes and develop future system requirements as required by Phase One of the Department’s business modernization project. The Board will be completing Phase One of the project by the fall of 2020. The Board will continue working toward implementation of an information technology solution that will transition the Board from its existing legacy databases to a new system that will provide access for licensees and applicants to apply for licensure and complete online transactions and allow consumers to submit complaints directly to the Board through the online portal. The system will also improve the Board’s tracking of enforcement-related investigations and actions.

Exams

In collaboration with DCA’s Office of Professional Examination Services, the Board completed its occupational analysis (OA) for the hearing aid dispensing profession. The purpose of the OA is to define the practice of hearing aid dispensers in terms of the actual tasks, knowledge, skills, and abilities that a newly licensed hearing aid dispenser must be able to perform safely and competently at the time of licensure. This information is utilized to verify that the Written and Practical Examinations for Hearing Aid Dispensers accurately tests licensure candidates on the necessary knowledge, skills, and abilities required to fulfill their duties safely and competently upon licensure by the Board.

Outreach

The Board continued outreach efforts by providing educational presentations to three professional associations and two graduate programs, emphasizing consumer protection, licensing laws, and the Board’s enforcement program. The Board also met with all California university communication science disorders program administrators to implement new processes which contributed to reduced application processing time frames.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y*
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y*
EXAMINATION	Y*
CONTINUING EDUCATION/COMPETENCY	Y*
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type	Actual Fee	Statutory Limit
SPEECH-LANGUAGE PATHOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$60	\$150
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
BIENNIAL RENEWAL FEE	\$110	\$150
SPEECH-LANGUAGE PATHOLOGY ASSISTANT		
INITIAL REGISTRATION & APPLICATION FEE	\$50	\$100
BIENNIAL RENEWAL FEE	\$75	\$150
AUDIOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$60	\$150
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
BIENNIAL RENEWAL FEE	\$110	\$150
DISPENSING AUDIOLOGIST		
INITIAL APPLICATION & LICENSE FEE	\$280.	\$280
NATIONAL EXAMINATION FEE	\$115	SET BY EDUCATIONAL TESTING SERVICE
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
ANNUAL RENEWAL FEE	\$280	\$280
HEARING AID DISPENSER		
INITIAL APPLICATION	\$75	\$75
LICENSE FEE	\$280	\$280
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
ANNUAL RENEWAL FEE	\$280	\$280
BRANCH LICENSE FEE	\$25	\$25
BRANCH LICENSE RENEWAL FEE (ANNUAL)	\$25	\$25

License Type	Actual Fee	Statutory Limit
HEARING AID DISPENSER TRAINEE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$175	\$175
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
RENEWAL FEE (MAY RENEW TWICE, SIX MONTHS EACH)	\$100	\$100
BRANCH LICENSE FEE	\$25	\$25
BRANCH LICENSE RENEWAL FEE (ANNUAL)	\$25	\$25
HEARING AID DISPENSER - LICENSED IN ANOTHER STATE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$175	\$175
WRITTEN EXAMINATION FEE	\$225	ACTUAL COST
PRACTICAL EXAMINATION FEE	\$500	ACTUAL COST
BRANCH LICENSE FEE	\$25	\$25
REQUIRED PROFESSIONAL EXPERIENCE		
INITIAL APPLICATION & TEMPORARY LICENSE	\$60	\$150
AIDE (AUDIOLOGY AND SPEECH-LANGUAGE PATHOLOGY)		
REGISTRATION (ONE TIME ONLY)	\$10	\$30
CONTINUING EDUCATION COURSE APPROVAL	\$50	\$50
CONTINUING PROFESSIONAL DEVELOPMENT PROVIDER	\$200	\$200
CONTINUING PROFESSIONAL DEVELOPMENT RENEWAL FEE	\$200	\$200

*Additional fees may be required. Refer to the laws and regulation for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
AIDES	56	44	N/A
AUDIOLOGIST	53	63	241
BRANCH	247	312	639
DISPENSING AUDIOLOGIST	35	31	1,005
HEARING AID DISPENSER	182	95	1,087
HEARING AID DISPENSER TEMPORARY - LICENSED IN ANOTHER STATE	13	12	N/A
HEARING AID DISPENSER TRAINEE	119	116	160
PROFESSIONAL DEVELOPMENT PROVIDER	22	5	73
REQUIRED PROFESSIONAL EXPERIENCE	1,007	1,059	N/A
SPEECH-LANGUAGE PATHOLOGIST	1,379	1,444	8,317

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	633	615	1,585
AUDIOLOGIST TEMPORARY - LICENSED IN ANOTHER STATE	5	3	N/A
SPEECH-LANGUAGE PATHOLOGIST TEMPORARY - LICENSED IN ANOTHER STATE	0	0	N/A
TOTAL	3,751	3,799	13,107

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
AIDES	0	273	0
AUDIOLOGIST	0	837	0
BRANCH	0	1,401	0
DISPENSING AUDIOLOGIST	0	1,384	0
HEARING AID DISPENSER	0	1,407	0
HEARING AID DISPENSER TEMPORARY - LICENSED IN ANOTHER STATE	0	42	0
HEARING AID DISPENSER TRAINEE	0	237	0
PROFESSIONAL DEVELOPMENT PROVIDER	0	164	0
REQUIRED PROFESSIONAL EXPERIENCE	0	1,595	0
SPEECH-LANGUAGE PATHOLOGIST	0	22,527	0
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	0	5,297	0
AUDIOLOGIST TEMPORARY - LICENSED IN ANOTHER STATE	0	7	0
SPEECH-LANGUAGE PATHOLOGIST TEMPORARY - LICENSED IN ANOTHER STATE	0	0	0
TOTAL	0	35,171	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
SPEECH-LANGUAGE PATHOLOGISTS	2 YEARS	24
SPEECH-LANGUAGE PATHOLOGY ASSISTANT	2 YEARS	12
AUDIOLOGIST	2 YEARS	24
DISPENSING AUDIOLOGIST	1 YEAR	12
AIDE	N/A	N/A
REQUIRED PROFESSIONAL EXPERIENCE	N/A	N/A
PROFESSIONAL DEVELOPMENT PROVIDER	2 YEARS	N/A
HEARING AID DISPENSER	1 YEAR	12
HEARING AID DISPENSER TRAINEE	MAX. TWICE, 6 MONTHS EACH	N/A
HEARING AID DISPENSER TEMPORARY LICENSE	N/A	N/A
BRANCH LICENSE	1 YEAR	N/A

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
HEARING AID DISPENSERS WRITTEN EXAMINATION	152	63	215
HEARING AID DISPENSERS PRACTICAL EXAMINATION	122	35	157

Summary of Enforcement Activity

Consumer Complaints—Intake	
151	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
151	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
103	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
103	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
254	OPENED
187	CLOSED
316	PENDING

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD

Number of Days to Complete Intake and Investigations	
80	UP TO 90 DAYS
24	91 TO 180 DAYS
30	181 DAYS TO 1 YEAR
41	1 TO 2 YEARS
7	2 TO 3 YEARS
5	OVER 3 YEARS
266	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
10	ISSUED
9	ISSUED WITH A FINE
0	WITHDRAWN
0	DISMISSED
330	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$18,300	ASSESSED
\$1,600	REDUCED
\$11,000	COLLECTED

Criminal/Civil Actions	
0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
10	CASES OPENED/INITIATED
4	CASES CLOSED
18	CASES PENDING

Number of Days to Complete AG Cases	
1	UP TO 1 YEAR
1	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
730	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
1	STATEMENTS OF ISSUES FILED
9	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
1	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
0	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
7	LICENSE APPLICATIONS DENIED
3	REVOCAION
3	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
5	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
18	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
1	GRANTED
1	DENIED

Cost Recovery to DCA	
\$49,955.25	ORDERED
\$17,893.35	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$32,050	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$32,050	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
1	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
265	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
394	AVERAGE NUMBER OF DAYS



SPCB

STRUCTURAL PEST CONTROL BOARD

Licenses and regulates fumigators, pest control companies, pest management professionals, and structural pesticide applicators.

www.pestboard.ca.gov

STAFF:

28.5 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

28,945

BOARD MEMBERSHIP:

4 public representatives
3 licensees

BOARD STAFF:

Executive Officer: Susan Saylor
susan.saylor@dca.ca.gov

Assistant Executive Officer: Robert Lucas
robert.lucas@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 8500-8697.4
California Code of Regulations, Division 19,
title 16, §§ 1900-1999.5

SUNSET REVIEW:

Last review: 2018 Next review: 2022

Board Highlights

RECIPROCITY

The Board does not have reciprocity.

ACCOMPLISHMENTS

Exams

The SPCB continued to work with the Office of Professional Examination Services (OPES) on the creation and introduction of new licensing examinations and occupational analyses. During Fiscal Year 2019/2020 the SPCB, in partnership with OPES, held five subject matter expert workshops and completed an occupational analysis for Branch 1 Field Representatives and Operators.

Training

October 1-3, 2019, in Irvine, California, the SPCB coordinated with the Department of Pesticide Regulation (DPR) to hold training for 94 County Agricultural Commissioner (CAC) enforcement personnel.

Board Meetings

At its October 23 and 24, 2019 meeting the SPCB elected Curtis Good as President and re-elected Dave Tamayo as Vice President.

At its March 12, 2020 meeting, the SPCB convened the Pesticide Application Notice Committee to examine the regulations governing consumer notification requirements for pesticides that are applied in and around commercial, industrial, and residential structures.

At its March 12, 2020 meeting, the SPCB convened the Fumigation Notice Committee to examine the regulations governing consumer notification requirements for fumigation of commercial, industrial, and residential structures.

Business Modernization

The SPCB continued the business modernization process to implement a new information technology system.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	N
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees

License Type	Actual Fee	Statutory Limit
DUPLICATE LICENSE	\$2	\$2
CHANGE OF LICENSEE NAME	\$2	\$2
OPERATOR EXAMINATION	\$65	\$100
OPERATOR LICENSE	\$120	\$150
RENEWAL OPERATOR LICENSE	\$120	\$150
COMPANY OFFICE REGISTRATION	\$120	\$120
BRANCH OFFICE REGISTRATION	\$60	\$60
FIELD REPRESENTATIVE EXAMINATION	\$50	\$75
FIELD REPRESENTATIVE LICENSE	\$30	\$45
RENEWAL FIELD REPRESENTATIVE LICENSE	\$30	\$45
CHANGE OF REGISTERED COMPANY NAME	\$25	\$25
CHANGE OF PRINCIPLE OFFICE ADDRESS	\$25	\$25
CHANGE OF BRANCH OFFICE ADDRESS	\$25	\$25
CHANGE OF QUALIFYING MANAGER	\$25	\$25
CHANGE OF REGISTERED COMPANY OFFICERS	\$25	\$25
CHANGE OF BOND OR INSURANCE	\$25	\$25
CONTINUING EDUCATION PROVIDER	\$50	\$50
CONTINUING EDUCATION COURSE APPROVAL	\$25	\$25
PESTICIDE USE REPORT FILING	\$6	\$7
APPLICATORS LICENSE	\$10	\$50
RENEWAL APPLICATOR LICENSE	\$10	\$50
APPLICATOR EXAMINATION	\$55	\$60
OPERATOR CHALLENGE EXAMINATION	\$65	\$100
FIELD REPRESENTATIVE CHALLENGE EXAM	\$50	\$75
WDO INSPECTION AND COMPLETION FEE	\$5	\$4

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
APPLICATOR	1,242	1,217	856
BRANCH OFFICE REGISTRATIONS	46	47	N/A
COMPANY REGISTRATIONS	218	218	N/A
FIELD REPRESENTATIVE	1,656	1,574	2,918
OPERATOR	159	143	1,160
TOTAL	3,321	3,199	4,934

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
APPLICATOR	0	7,059	0
BRANCH OFFICE REGISTRATIONS	0	448	0
COMPANY REGISTRATIONS	0	3,165	0
FIELD REPRESENTATIVE	0	14,002	0
OPERATOR	0	4,271	0
TOTAL	0	28,945	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
OPERATOR BRANCH 1	3 YEARS	16
OPERATOR BRANCH 2	3 YEARS	16
OPERATOR BRANCH 3	3 YEARS	16
OPERATOR BRANCH 1 AND 2	3 YEARS	20
OPERATOR BRANCH 1 AND 3	3 YEARS	20
OPERATOR BRANCH 2 AND 3	3 YEARS	20
OPERATOR BRANCH 1, 2 AND 3	3 YEARS	24
FIELD REPRESENTATIVE BRANCH 1	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 2	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 3	3 YEARS	16
FIELD REPRESENTATIVE BRANCH 1 AND 2	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 1 AND 3	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 2 AND 3	3 YEARS	20
FIELD REPRESENTATIVE BRANCH 1, 2 AND 3	3 YEARS	24
APPLICATOR	3 YEARS	12

STRUCTURAL PEST CONTROL BOARD

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
OPERATOR BRANCH 1	10	18	28
OPERATOR BRANCH 2	125	164	289
OPERATOR BRANCH 3	84	17	101
FIELD REPRESENTATIVE BRANCH 1	30	25	55
FIELD REPRESENTATIVE BRANCH 2	1,619	1,166	2,785
FIELD REPRESENTATIVE BRANCH 3	518	404	922
APPLICATOR	1,304	669	1,973

Summary of Enforcement Activity

Consumer Complaints—Intake	
347	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
347	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
1,342	RECEIVED
1,326	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
16	REFERRED FOR INVESTIGATION
99	PENDING

Inspections	
92	CONDUCTED
28	CITATIONS ISSUED

Investigations	
347	OPENED
409	CLOSED
64	PENDING

Number of Days to Complete Intake and Investigations	
270	UP TO 90 DAYS
56	91 TO 180 DAYS
44	181 DAYS TO 1 YEAR
32	1 TO 2 YEARS
7	2 TO 3 YEARS
0	OVER 3 YEARS
129	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
187	ISSUED
187	ISSUED WITH A FINE
3	WITHDRAWN
0	DISMISSED
0	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$243,028	ASSESSED
\$5,455	REDUCED
\$154,487	COLLECTED

Criminal/Civil Actions	
2	REFERRALS FOR CRIMINAL/CIVIL ACTION
1	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
60	CASES OPENED/INITIATED
82	CASES CLOSED
40	CASES PENDING

Number of Days to Complete AG Cases	
60	UP TO 1 YEAR
20	1 TO 2 YEARS
1	2 TO 3 YEARS
1	OVER 3 YEARS
300	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
17	STATEMENTS OF ISSUES FILED
51	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
4	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
5	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
5	LICENSE APPLICATIONS DENIED
47	REVOCAION
7	SURRENDER OF LICENSE
4	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
41	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
104	TOTAL

Petition for Modification or Termination of Probation	
0	GRANTED
2	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
4	GRANTED
1	DENIED

Cost Recovery to DCA	
\$97,974	ORDERED
\$56,697	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$6,924	RESTITUTION ORDERED
\$213,652	AMOUNT REFUNDED
\$195,886	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$416,462	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
3	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
127	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
408	AVERAGE NUMBER OF DAYS



Licenses and regulates veterinarians, registered veterinary technicians, and veterinary premises.

www.vmb.ca.gov

STAFF:

23.7 civil servant positions
1 exempt

LICENSES, REGISTRATIONS, PERMITS, AND CERTIFICATES:

36,093

BOARD MEMBERSHIP:

3 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Jessica Sieferman
jessica.sieferman@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code §§ 4800-4917;

California Code of Regulations, Division 20,
title 16, §§ 2000-2086.9;

Civil Code §§ 3051, § 3052, §§ 3080-3080.03,
§§ 1834.5-1834.6;

Health and Safety Code §§ 122125-122220.

SUNSET REVIEW:

Last review: 2016 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 4848 reciprocity for veterinary applicants is offered as follows:

- Any person applying for a veterinary license who has passed the veterinary national licensing examination at the time of original licensure in another state and has been practicing veterinary medicine full time for two out of the three years (in the United States, U.S. territory, or Canada) immediately preceding the application may apply for reciprocity (one-year license) if he or she has no disciplinary action taken against the license.
- International veterinary graduates may apply for reciprocity if they meet all of the above requirements and if they have completed a recognized education equivalence program.
- All reciprocity licensees must complete a three-day course on regionally specific diseases and conditions within 12 months of the date of issue of their temporary license in order to receive unrestricted licensure. Courses are offered in March and September.

Pursuant to title 16, California Code of Regulations section 2068.6 reciprocity for veterinary technician applicants is offered as follows:

- A licensed (in the United States, U.S. territory, or Canada) out of state veterinary technician applicant may apply for reciprocity and is eligible for the California veterinary technician examination if he or she has passed the national veterinary technician licensing examination and has obtained 4,416 hours of directed clinical practice under the direct supervision of a veterinarian (licensed in the United States, U.S. territory, or Canada) and if he or she has no disciplinary action taken against the license.

ACCOMPLISHMENTS

The Board is continuing its green initiative to encourage applicants and licensees to complete their forms online and has made system improvements to expedite processing. In order to encourage applicant/licensee usage of BreZE and increase process efficiencies, links to BreZE have replaced the paper applications available on the Board's website. The Board combined two registered veterinary technician application transactions into one transaction, reducing applicant confusion and streamlining the licensing process.

The Board created and launched new customer surveys specific to each internal unit. Links to the surveys were added to staff signature blocks and are emailed to licensees, consumers, and any additional stakeholders who contact the Board for assistance. These surveys will enable the Board to identify specific areas for customer service improvement. To increase stakeholder awareness, the Board began providing monthly updates to its email subscribers. These updates include programmatic information and important reminders.

Additionally, the Board's Enforcement Program implemented multiple efficiencies in its disciplinary process, such as: obtaining evidence of mitigation prior to the transmittal of a case to the Attorney General's Office, adding proposed settlement terms to the transmittal, and increasing communication with the deputies attorney general; all of which are aimed at expediting appropriate discipline to better protect consumers.

The Enforcement Program also made efforts to improve its investigative processes, including: revamping the expert witness program to create more consistent reports and stronger cases, utilizing the inspections program more frequently to save time and lower costs, and collaborating with external agencies, all of which help meet our mandate of consumer protection.

Due to implemented efficiencies, there were 22% more cases closed in fiscal year 2019-20 than over the prior fiscal year. In addition, intake improved its cycle times to assign a complaint to an analyst, meeting the performance measure target of 10 days. Further, the enforcement team issued nearly double the number of citations (24) in 2019-20 than it did versus the prior fiscal year.

Further, Board staff have worked with DCA's Office of Information Services to improve the VMB's website, creating an area to house enforcement actions for public view. This promotes better transparency with consumers and stakeholders, as it makes it easy to review actions on a monthly basis and displays actions which were not previously posted, such as unlicensed citations.

The Board's Inspection Program began utilizing cloud technology not only for electronic submission of Inspector reports and photographs but also submission of compliance documentation by the facilities at the beginning of the fiscal year, and in February, completely converted to paperless submissions for complaint and probation related inspections.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types—refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
VETERINARIAN FEES		
APPLICATION	\$350	\$350
STATE EXAM	\$350	\$350
LAW EXAM	\$100	\$100
INITIAL LICENSE	\$500	\$500
RENEWAL	\$500	\$500
VETERINARIAN TEMPORARY FEES		
LICENSE	\$250	\$250
VETERINARIAN INTERNSHIP FEES		
LICENSE	\$250	\$250
UNIVERSITY VETERINARIAN FEES		
INITIAL LICENSE	\$500	\$500
RENEWAL	\$500	\$500
REGISTERED VETERINARY TECHNICIAN FEES		
APPLICATION	\$350	\$350
INITIAL LICENSE	\$350	\$350
RENEWAL	\$350	\$350
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT FEES		
APPLICATION	\$50	\$100
INITIAL LICENSE	\$50	-
RENEWAL	\$50	\$50
VETERINARY PREMISES FEES		
INITIAL LICENSE	\$400	\$400
RENEWAL	\$400	\$400

*Additional Fees may be required. Refer to the Laws and Regulation for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
REGISTERED VETERINARY TECHNICIAN	1,891	751	3,337
VETERINARIAN	862	602	5,936
VETERINARIAN INTERN	24	24	N/A
VETERINARIAN TEMPORARY	79	44	N/A
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT	1,466	1,350	1,169
VETERINARY PREMISES	399	320	3,215
UNIVERSITY VETERINARIAN LICENSE	29	32	49
TOTAL	4,750	3,123	13,706

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
REGISTERED VETERINARY TECHNICIAN	0	9,629	0
VETERINARIAN	0	15,066	0
VETERINARIAN INTERN	0	53	0
VETERINARIAN TEMPORARY	0	60	0
VETERINARY ASSISTANT CONTROLLED SUBSTANCES PERMIT	7,001	0	0
VETERINARY PREMISES	4,153	0	0
UNIVERSITY VETERINARIAN LICENSE	0	131	0
TOTAL	11,154	24,939	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
VETERINARIAN	BIENNIAL	36
REGISTERED VETERINARY TECHNICIAN	BIENNIAL	20

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
CALIFORNIA STATE BOARD	494	54	548
VETERINARY LAW EXAM	412	1	413

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,141	RECEIVED
1	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,157	REFERRED FOR INVESTIGATION
6	PENDING

Conviction/Arrest Notification Complaints	
167	RECEIVED
0	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
173	REFERRED FOR INVESTIGATION
2	PENDING

Inspections	
204	CONDUCTED
0	CITATIONS ISSUED

Investigations	
1,330	OPENED
621	CLOSED
2,418	PENDING

Number of Days to Complete Intake and Investigations	
255	UP TO 90 DAYS
100	91 TO 180 DAYS
76	181 DAYS TO 1 YEAR
116	1 TO 2 YEARS
28	2 TO 3 YEARS
46	OVER 3 YEARS
305	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines	
24	ISSUED
24	ISSUED WITH A FINE
4	WITHDRAWN
0	DISMISSED
1,213	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines	
\$50,153	ASSESSED
\$1,000	REDUCED
\$14,650	COLLECTED

Criminal/Civil Actions	
1	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions	
34	CASES OPENED/INITIATED
55	CASES CLOSED
100	CASES PENDING

Number of Days to Complete AG Cases	
9	UP TO 1 YEAR
14	1 TO 2 YEARS
16	2 TO 3 YEARS
16	OVER 3 YEARS
824	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed	
3	STATEMENTS OF ISSUES FILED
16	ACCUSATIONS FILED
1	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
3	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
3	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders	
0	LICENSE APPLICATIONS DENIED
3	REVOCAION
4	SURRENDER OF LICENSE
1	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
16	PROBATION ONLY
0	PUBLIC REPRIMAND
0	OTHER DECISIONS
24	TOTAL

Petition for Modification or Termination of Probation	
3	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification	
0	GRANTED
0	DENIED

Cost Recovery to DCA	
\$108,717.50	ORDERED
\$323,809.59	COLLECTED

Restitution to Consumers/Refunds/Savings	
\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment	
11	AVERAGE NUMBER OF DAYS

Start of Investigation to Investigation Closure	
294	AVERAGE NUMBER OF DAYS

Closure of Investigation to Imposing Formal Discipline	
440	AVERAGE NUMBER OF DAYS



**BOARD OF VOCATIONAL NURSING
AND PSYCHIATRIC TECHNICIANS**

Licenses and regulates vocational nurses and psychiatric technicians.

www.bvnpt.ca.gov

STAFF:

71 civil servant positions
10 exempt

**LICENSES, REGISTRATIONS, PERMITS,
AND CERTIFICATES:**

139,699

BOARD MEMBERSHIP:

6 public representatives
5 licensees

BOARD STAFF:

Executive Officer: Elaine Yamaguchi
elaine.yamaguchi@dca.ca.gov

Assistant Executive Officer: Vicki Lyman
vicki.lyman@dca.ca.gov

LAWS AND REGULATIONS:

Business and Professions Code 2840-2895.5 and 4500-4548

California Code of Regulations, Division 25, title 16, 2500-25573.3 and 2560-2595.3

SUNSET REVIEW:

Last review: 2017 Next review: 2021

Board Highlights

RECIPROCITY

Pursuant to Business and Professions Code section 2872.1, the Board, upon receiving a written application and required fees, may issue a license to any applicant who possesses a valid unrevoked license as a vocational or practical nurse issued by any other state or foreign country, and who in the opinion of the Board meets all the other requirements.

Pursuant to Business and Professions Code section 4515, the Board, upon receiving a written application and required fees, may issue a license to any applicant who possesses a valid unrevoked license as a psychiatric technician issued by any other state or foreign country, and who in the opinion of the Board meets all the other requirements.

ACCOMPLISHMENTS

Enhancements

In August 2019, the BVNPT began accepting credit cards in the public lobby as a convenience for applicants and licensees.

As of July 1, 2019, the BVNPT's website complies with the American with Disabilities Act (ADA) and provides accessible information.

Sunset Review

The BVNPT sunset review hearing scheduled for March 17, 2020, was postponed to the 2021 legislative session due to the worldwide pandemic, commonly referred to as COVID-19.

BVNPT submitted its Sunset Review Report to the legislature on November 25, 2019. The five-volume report contains over 1,400 pages of information including licensing, enforcement, and education statistics, processes, and procedures.

Licensing

In January 2020, the Board introduced postcards for license renewals to replace a one-page letter in an envelope which saves thousands of dollars in paper, printing costs, and postage. The postcard directed licensees to renew via the BreZE licensing system. This resulted in over 98% of the licensing population renewing online which immediately updated their license status.

The licensing population increased by 4,171 which is a 3% increase.

COVID-19

Successfully held the first WebEx Board meeting on May 22, 2020. This allowed participants with either a telephone or internet connection to participate in the Board meeting. Typically, Board meetings are held four times per year with two in Northern California and two in Southern California. COVID-19 halted all state travel, and WebEx allowed the Board business to continue uninterrupted giving access to a larger audience.

Approximately 80% of the Board’s employees began teleworking thus complying with the Governor’s stay-at-home order all services to our applicants and licensees maintained without interruption.

The BVNPT front counter remained open during the stay-at-home order to serve applicants and licensees as nurses are deemed essential workers.

Board Meetings

The Board restructured its nine standing committees to five. This restructure combined several committees streamlining Board business.

Strategic Plan

The Board approved its Strategic Plan for 2020-2025 at the November 2019 Board meeting. The Strategic Plan sets forth a successful path for the BVNPT to maintain solid business practices in licensing, enforcement, and the education of vocational nurses and psychiatric technicians. The plan sets achievable goals to guide the BVNPT in meeting its mission to protect the public.

Social Media

The BVNPT continued its presence on Facebook and Twitter providing educational and inspirational posts. Messages relating to the 2020 Census, COVID-19, and wearing masks were themes in 2020.

NEW LEGISLATION

There was no enacted legislation solely related to the Board in 2020.

License Requirements*

License Requirements	Y/N
DEGREE/PROFESSIONAL SCHOOLING	Y
QUALIFYING EXPERIENCE (MAY INCLUDE EDUCATION)	Y
EXAMINATION	Y
CONTINUING EDUCATION/COMPETENCY	Y
FINGERPRINT REQUIREMENT	Y

*Applicable to specific license types–refer to laws and regulations for details.

Fees*

License Type	Actual Fee	Statutory Limit
VOCATIONAL NURSES		
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – GRADUATE OF AN APPROVED CA VN PROGRAM	\$220	\$300
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – QUALIFYING METHOD OTHER THAN ABOVE	\$225	\$300
APPLICATION FOR LICENSURE BY ENDORSEMENT FROM ANOTHER STATE	\$220	\$300
APPLICATION FOR REEXAMINATION	\$220	\$300
BIENNIAL RENEWAL OF A LICENSE	\$220	\$300
RENEWAL DELINQUENT FEE	\$110	\$150
INITIAL LICENSE FEE	\$220	\$300
DUPLICATE LICENSE FEE	\$25	\$50
APPLICATION FOR VERIFICATION OF LICENSURE TO ANOTHER STATE	\$100	\$150
INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV/BW COMBO CERTIFICATION	\$20	\$50
PSYCHIATRIC TECHNICIANS		
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – GRADUATE OF AN APPROVED CA PT PROGRAM	\$265	\$345
INITIAL APPLICATION FOR LICENSURE BY EXAMINATION – QUALIFYING METHOD OTHER THAN ABOVE	\$295	\$375
APPLICATION FOR LICENSURE BY ENDORSEMENT FROM ANOTHER STATE	\$220	\$300
APPLICATION FOR REEXAMINATION	\$265	\$345
BIENNIAL RENEWAL OF A LICENSE	\$220	\$300
RENEWAL DELINQUENT FEE	\$110	\$150
INITIAL LICENSE FEE	\$220	\$300
DUPLICATE LICENSE FEE	\$25	\$50
APPLICATION FOR VERIFICATION OF LICENSURE TO ANOTHER STATE	\$100	\$150
INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV/BW COMBO CERTIFICATION	\$20	\$50

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

License Type	Actual Fee	Statutory Limit
VOCATIONAL NURSES		
APPROVAL OF AN INTRAVENOUS (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF AN INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
PSYCHIATRIC TECHNICIANS		
APPROVAL OF AN INTRAVENOUS (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF AN INTRAVENOUS THERAPY (IV), BLOOD WITHDRAWAL (BW), OR IV WITH BW COURSE PROVIDER	\$150	\$250
APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250
CONTINUING APPROVAL OF A CONTINUING EDUCATION COURSE PROVIDER	\$150	\$250

*Additional fees may be required. Refer to the laws and regulations for details.

Summary of Licensing Activity

Initial Licenses/Certificates/Permits			
TYPE	APPS RECEIVED	ISSUED	RENEWED
PSYCHIATRIC TECHNICIAN (PT)	378	383	4,452
PSYCHIATRIC TECHNICIAN (PT) BLOOD WITHDRAWL (PT BW) CERTIFICATE*	5	5	0
PSYCHIATRIC TECHNICIAN - INTERIM PERMIT	12	0	0
VOCATIONAL NURSE (VN)	6,571	6,588	48,126
VOCATIONAL NURSE (VN) VOCATIONAL NURSE BLOOD WITHDRAWL (VNBW) CERTIFICATE*	403	403	0
VOCATIONAL NURSE (VN) INTRAVENOUS THERAPY (IV) CERTIFICATE*	435	435	0
VOCATIONAL NURSE (VN) INTRAVENOUS THERAPY (IV) AND BLOOD WITHDRAWL (IV BW) CERTIFICATE*	3,485	3,485	0
VOCATIONAL NURSE - INTERIM PERMIT	75	0	0
TOTAL	11,364	11,299	52,578

* Issued one time per licensee

Licensing Population by Type			
TYPE	CERTIFICATES/ PERMITS	LICENSES/ REGISTRATIONS	APPROVALS
PSYCHIATRIC TECHNICIAN (PT)	0	11,349	0
VOCATIONAL NURSE (VN)	0	128,060	0
TOTAL	0	139,409	0

Renewal and Continuing Education (CE)		
TYPE	FREQUENCY OF RENEWAL	NUMBER OF CE HOURS REQUIRED EACH CYCLE
VOCATIONAL NURSE	BI ANNUAL	30 HOURS
PSYCHIATRIC TECHNICIAN	BI ANNUAL	30 HOURS

Exams Results			
EXAM TITLE	PASS	FAIL	TOTAL
NCLEX-PN	6,086	3,564	9,650
PSYCHIATRIC TECHNICIANS EXAM	365	231	596

Summary of Enforcement Activity

Consumer Complaints—Intake	
1,084	RECEIVED
340	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
741	REFERRED FOR INVESTIGATION
0	PENDING

Conviction/Arrest Notification Complaints	
1,296	RECEIVED
8	CLOSED WITHOUT REFERRAL FOR INVESTIGATION
1,303	REFERRED FOR INVESTIGATION
0	PENDING

Inspections	
0	CONDUCTED
0	CITATIONS ISSUED

Investigations	
2,044	OPENED
2,263	CLOSED
1,215	PENDING

BOARD OF VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS

Number of Days to Complete Intake and Investigations

830	UP TO 90 DAYS
357	91 TO 180 DAYS
471	181 DAYS TO 1 YEAR
443	1 TO 2 YEARS
143	2 TO 3 YEARS
19	OVER 3 YEARS
254	AVERAGE NUMBER OF DAYS TO COMPLETE INTAKE AND INVESTIGATIONS

Citations and Fines

152	ISSUED
152	ISSUED WITH A FINE
9	WITHDRAWN
0	DISMISSED
307	AVERAGE NUMBER OF DAYS TO ISSUE A CITATION AND FINE

Total Amount of Fines

\$84,369	ASSESSED
\$4,551	REDUCED
\$50,530	COLLECTED

Criminal/Civil Actions

0	REFERRALS FOR CRIMINAL/CIVIL ACTION
0	CRIMINAL ACTIONS FILED
0	CIVIL ACTIONS FILED

Office of the Attorney General/Disciplinary Actions

258	CASES OPENED/INITIATED
284	CASES CLOSED
182	CASES PENDING

Number of Days to Complete AG Cases

56	UP TO 1 YEAR
102	1 TO 2 YEARS
65	2 TO 3 YEARS
61	OVER 3 YEARS
770	AVERAGE NUMBER OF DAYS TO IMPOSE DISCIPLINE

Formal Actions Filed/Withdrawn/Dismissed

17	STATEMENTS OF ISSUES FILED
224	ACCUSATIONS FILED
0	RESTRAINING/RESTRICTION/SUSPENSION ORDERS GRANTED
0	STATEMENTS OF ISSUES WITHDRAWN/DISMISSED
2	ACCUSATIONS WITHDRAWN/DISMISSED

Administrative Outcomes/Final Orders

3	LICENSE APPLICATIONS DENIED
112	REVOCAION
56	SURRENDER OF LICENSE
0	PROBATION WITH SUSPENSION
0	SUSPENSION ONLY
98	PROBATION ONLY
12	PUBLIC REPRIMAND
3	OTHER DECISIONS
284	TOTAL

Petition for Modification or Termination of Probation

6	GRANTED
0	DENIED

Petition for Reinstatement of Revoked License/Registration/Certification

19	GRANTED
14	DENIED

Cost Recovery to DCA

\$897,022.44	ORDERED
\$241,067.50	COLLECTED

Restitution to Consumers/Refunds/Savings

\$0	RESTITUTION ORDERED
\$0	AMOUNT REFUNDED
\$0	REWORK AT NO CHARGE
\$0	ADJUSTMENTS/RETURNS/EXCHANGES
\$0	TOTAL SAVINGS ACHIEVED FOR CONSUMERS

Receipt of Complaint to Investigation Assignment

6	AVERAGE NUMBER OF DAYS
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Start of Investigation to Investigation Closure

248	AVERAGE NUMBER OF DAYS
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Closure of Investigation to Imposing Formal Discipline

476	AVERAGE NUMBER OF DAYS
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Pg. 184 **Expenditure Categories**

Pg. 187 **Fund Conditions**

Pg. 190 **Revenue Sources**

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² OA = Occupational Analysis					COSTS (INTHOUSANDS) ³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
ACCOUNTANCY, CALIFORNIA BOARD OF	CERTIFIED PUBLIC ACCOUNTANT (CPA)	UNIFORM CERTIFIED PUBLIC ACCOUNTANT EXAMINATION (CPA EXAM)	5092 5093	9.2	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2019	2015	CRITERION- REFERENCED		\$0	\$0	\$674	\$0	
		PROFESSIONAL ETHICS FOR CERTIFIED PUBLIC ACCOUNTANTS – SUPPLEMENTAL EXAMINATION	5018 5092 5093	10	EXTERNAL REVIEW EVERY 3 YEARS		2016	SET IN REGULATION	X	\$0	\$0	\$0	\$0	
ACUPUNCTURE BOARD	ACUPUNCTURE	CALIFORNIA ACUPUNCTURE LICENSING EXAMINATION	4938 4939 4941	1399.415 1399.416 1399.425 1399.434	OA BY OPES; EVERY 5 YEARS		2015	MODIFIED ANGOFF	X	\$0	\$322	\$18	\$0	
		ARCHITECT REGISTRATION EXAMINATION (ARE)	5550 5552	116	INTERNAL REVIEW; AS NECESSARY	2012	2012	MODIFIED ANGOFF	X	\$2	\$8	\$100	\$21	
ARCHITECTS BOARD, CALIFORNIA	ARCHITECT	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)				2014	2014	MODIFIED ANGOFF	X	\$43	\$148	\$155	\$19	
		SMOG CHECK INSPECTOR	HEALTH & SAFETY CODE 44014 44031.5	3340.28 3340.29	INTERNAL REVIEW EVERY 5 YEARS		2016	2015	MODIFIED ANGOFF		\$0	\$54	\$58	
		BRAKE ADJUSTER (A,B,C)					2015	2015	MODIFIED ANGOFF	X	\$18	\$5	\$28	
		LAMP ADJUSTER					2018	2018	MODIFIED ANGOFF		\$0	\$0	\$17	
AUTOMOTIVE REPAIR, BUREAU OF	SMOG CHECK	LAMP ADJUSTER	9887.2	3310						\$0	\$0	\$19	\$10	
		BARBER	7321.5			2018	2018							
		COSMETOLOGIST	7321	909 910 924 926			2015	2015						
BARBERING AND COSMETOLOGY, BOARD OF	ELECTROLOGIST	ELECTROLOGIST	7330		EXTERNAL REVIEW AS NEEDED	2018	2018	MODIFIED ANGOFF (FIRST FORM OF OA) EQUATING (SUBSEQUENT FORMS)	X	\$56.6	\$0	\$3,279	\$0	
		ESTHETICIAN	7324			2020	2018							
		MANICURIST	7326	909 910			2020	2013						

1 Prerequisites for admittance to the examination are mandated by Business and Professions (B&P) Code and/or California Code of Regulations (CCR), and assessed using a number of methods, including national standards and regulatory review. CCR codes are Title 16 unless otherwise indicated.
 2 Methods used to establish passing scores vary across examination administrations and are based on minimum competence criteria necessary for licensure.
 3 Included are costs for personnel required to perform these functions.

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ²				COSTS (INTHOUSANDS) ³			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR									
BEHAVIORAL SCIENCES BOARD OF	LICENSED CLINICAL SOCIAL WORKER (LCSW)	CALIFORNIA LCSW LAW AND ETHICS	4992.05 (b)		OA: ANNUAL INTERNAL/ EXTERNAL REVIEW	2015	2015	MODIFIED ANGOFF	X	\$921.2 (PY): TOTAL ANNUAL COSTS TO DEVELOP AND ADMINISTER ALL BBS EXAMINATIONS			
		ASSOCIATION OF SOCIAL WORK BOARD (ASWB) CLINICAL EXAMINATION NATIONAL EXAM	4992.05(c) (1-3)			2010	2010						
		CALIFORNIA LEP	4989.22			2015	2015						
		CALIFORNIA LPCC LAW AND ETHICS	4993.53(b)			2015	2015						
		NATIONAL BOARD OF CERTIFIED COUNSELORS NATIONAL CLINICAL MENTAL HEALTH COUNSELOR EXAMINATION (NBCC-NCMHCE)	4993.53(c) (1-3)			2019	2019						
		LICENSED MARRIAGE AND FAMILY THERAPIST (LMFT)	4980.397 (b) 4980.397 (c)(1-3)			2015	2015						
CEMETERY AND FUNERAL BUREAU	CEMETERY BROKER	CEMETERY BROKER	7651 7651.1 7651.2		ANNUAL INTERNAL REVIEW	2020	2013	MODIFIED ANGOFF	X	\$20.1	\$0	\$0.3	
	CEMETERY MANAGER	CEMETERY MANAGER	7653.7			2019	2019						
	CREMATORY MANAGER	CREMATORY MANAGER	7712.1 7713.1	2326.1(a)(1) 2326.1(b)		2018	2018						
	EMBALMER	NATIONAL BOARD EXAM (NBE), SCIENCES SECTION, INTERNATIONAL CONFERENCE OF FUNERAL SERVICE EXAMINING BOARDS	7642	1235		2017	2017						
			7643										
			7646										
EMBALMER	EMBALMER CALIFORNIA LAW	7642 7643 7646		2014	2014								
FUNERAL DIRECTOR	FUNERAL DIRECTOR	7618 7619		2017	2017								
CHIROPRACTIC EXAMINERS BOARD OF	DOCTOR OF CHIROPRACTIC	NATIONAL BOARD OF CHIROPRACTIC EXAMINERS EXAMINATION	SECTION 6, CHIROPRACTIC INITIATIVE ACT		INTERNAL 5 YEARS	2020	2020	MODIFIED ANGOFF	X	\$0	\$0	\$0	\$0
		CALIFORNIA CHIROPRACTIC LAW EXAMINATION (CCLE)	SECTION 5, CHIROPRACTIC INITIATIVE ACT			2017	2017						

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA		OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR		NAT'L	CAL								
CONTRACTORS STATE LICENSE BOARD	A	GENERAL ENGINEERING					2019	2014			\$54.7	\$69.1	\$26.3	\$1.27	
	B	GENERAL BUILDING					2019	2019			\$0	\$69.1	\$26.3	\$1.27	
	C-2	INSULATION AND ACOUSTICAL					2017	2017			\$0	\$23	\$26.3	\$1.27	
	C-4	BOILER, HOT WATER HEATING, AND STEAM FITTING						2016	2016			\$0	\$23	\$26.3	\$1.27
	C-5	FRAMING AND ROUGH CARPENTRY					2019	2019			\$0	\$0	\$26.3	\$1.27	
	C-6	CABINET, MILLWORK, AND FINISH CARPENTRY					2020	2014			\$54.7	\$0	\$26.3	\$1.27	
	C-7	LOW VOLTAGE SYSTEMS					2016	2016			\$0	\$23	\$26.3	\$1.27	
	C-8	CONCRETE					2015	2015			\$0	\$0	\$26.3	\$1.27	
	C-9	DRYWALL					2020	2015			\$54.7	\$69.1	\$26.3	\$1.27	
	C-10	ELECTRICAL					2018	2018			\$0	\$23	\$26.3	\$1.27	
	C-11	ELEVATOR					2019	2014			\$54.7	\$0	\$26.3	\$1.27	
	C-12	EARTHWORK AND PAVING					2016	2016			\$0	\$0	\$26.3	\$1.27	
	C-13	FENCING					2018	2018			\$0	\$0	\$26.3	\$1.27	
	C-15	FLOORING AND FLOOR COVERING					2020	2014			\$54.7	\$23	\$26.3	\$1.27	
	C-16	FIRE PROTECTION					2016	2016			\$0	\$23	\$26.3	\$1.27	
	C-17	GLAZING					2015	2015			\$0	\$23	\$26.3	\$1.27	
	C-20	WARM AIR HEATING, VENTILATING, AND AIR CONDITIONING					2020	2014			\$54.7	\$0	\$26.3	\$1.27	
	C-21	BUILDING MOVING AND DEMOLITION					2018	2018			\$0	\$0	\$26.3	\$1.27	
	C-22	ASBESTOS ABATEMENT					2018	2018			\$0	\$0	\$26.3	\$1.27	
	C-23	ORNAMENTAL METAL					2019	2014			\$0	\$69.1	\$26.3	\$1.27	
	C-27	LANDSCAPING					2015	2015			\$0	\$23	\$26.3	\$1.27	
	C-28	LOCK AND SECURITY EQUIPMENT					2019	2013			\$0	\$69.1	\$26.3	\$1.27	
	C-29	MASONRY					2015	2015			\$0	\$23	\$26.3	\$1.27	
	C-31	CONSTRUCTION ZONE TRAFFIC CONTROL					2015	2015			\$0	\$0	\$26.3	\$1.27	
	C-32	PARKING AND HIGHWAY IMPROVEMENT					2015	2015			\$0	\$0	\$26.3	\$1.27	
	C-33	PAINTING AND DECORATING					2015	2015			\$0	\$23	\$26.3	\$1.27	
	C-34	PIPELINE					2018	2018			\$0	\$0	\$26.3	\$1.27	
	C-35	LATHING AND PLASTERING					2019	2019			\$0	\$0	\$26.3	\$1.27	
	C-36	PLUMBING					2019	2014			\$54.7	\$69.1	\$26.3	\$1.27	
	C-38	REFRIGERATION					2018	2018			\$0	\$23	\$26.3	\$1.27	

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
CONTRACTORS STATE LICENSE BOARD (CONTINUED)	C-39	ROOFING			INTERNAL REVIEW AS NEEDED	2015	2015			\$0	\$23	\$26.3	\$1.27	
	C-42	SANITATION SYSTEM				2017	2017			\$0	\$23	\$26.3	\$1.27	
	C-43	SHEET METAL				2020	2014			\$54.7	\$69.1	\$26.3	\$1.27	
	C-45	SIGN				2018	2018			\$0	\$23	\$26.3	\$1.27	
	C-46	SOLAR				2017	2017			\$0	\$23	\$26.3	\$1.27	
	C-47	GENERAL MANUFACTURED HOUSING				2018	2018			\$0	\$23	\$26.3	\$1.27	
	C-50	REINFORCING STEEL				2018	2018			\$0	\$0	\$26.3	\$1.27	
	C-51	STRUCTURAL STEEL				2019	2019			\$0	\$0	\$26.3	\$1.27	
	C-53	SWIMMING POOL		825		INTERNAL REVIEW AS NEEDED	2016	2016		X	\$0	\$23	\$26.3	\$1.27
	C-54	CERAMIC AND MOSAIC TILE		826			2016	2016			\$0	\$0	\$26.3	\$1.27
C-55	WATER CONDITIONING				2018	2018			\$0	\$0	\$26.3	\$1.27		
C-57	WELL DRILLING				2017	2017			\$0	\$0	\$26.3	\$1.27		
C-60	WELDING				2018	2018			\$0	\$0	\$26.3	\$1.27		
ASB	ASBESTOS CERTIFICATION				2015	2015			\$0	\$23	\$26.3	\$1.27		
HAZ	HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION				2017	2017			\$0	\$0	\$26.3	\$1.27		
LAW	LAW AND BUSINESS				2015	2015			\$0	\$0	\$26.3	\$1.27		
COURT REPORTERS, BOARD OF CALIFORNIA	CERTIFIED SHORTHAND REPORTER (CSR)	CERTIFIED SHORTHAND REPORTER, PRACTICAL	8020	2418	OA: INTERNAL/ EXTERNAL REVIEW	2017	2017	SPECIFIED IN STATUTE	N/A		\$93	\$84	\$3	
		CERTIFIED SHORTHAND REPORTER, ENGLISH						MODIFIED ANGOFF	X	\$0				
		CERTIFIED SHORTHAND REPORTER, PROFESSIONAL PRACTICE												
		PORTFOLIO	1632 (c)(1)	1028(a) 1032 1032.3		2013	2013			\$23				
DENTAL BOARD OF CALIFORNIA	DENTIST	WRB	1632(c)(2)(A)	1028(a)		2019	2019	CRITERION- REFERENCED					\$84	
		ADEX	1632(c)(2)(B)			2018	2018							
		LAW AND ETHICS	1632(B)	1028.5	INTERNAL/ EXTERNAL REVIEW AS NEEDED	2018	2018				\$76			
		GENERAL WRITTEN AND LAW AND ETHICS	1752.1	1076 1077		2018	2018	CRITERION- REFERENCED	X		\$68			
DENTAL BOARD OF CALIFORNIA	REGISTERED DENTAL ASSISTANT	WRITTEN	1753	1076 1077.1		2016	2016	CRITERION- REFERENCED		\$34				
		PRACTICAL / CLINICAL				2016	2016				\$117			
		WRITTEN	1750.2			2013	2010	CRITERION- REFERENCED						
DENTAL BOARD OF CALIFORNIA	DENTAL SEDATION ASSISTANT	WRITTEN	1750.4		2010	2010								

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			B&P	CCR										NAT'L
DENTAL HYGIENE BOARD OF CALIFORNIA	REGISTERED DENTAL HYGIENIST (RDH)	NATIONAL BOARD DENTAL HYGIENE EXAMINATION (NBDHE)		1082	EXTERNAL REVIEW EVERY 5 YEARS	2019	2019	CRITERION-REFERENCED	X	\$19	\$0	\$0	\$0	
		WESTERN REGIONAL EXAMINATION BOARD (WREB)				2019	2019							
	CENTRAL REGIONAL DENTAL TESTING SERVICES (CRDTS)	1917		2019	2019									
	CALIFORNIA LAW AND ETHICS EXAMINATION (FOR RDHs)													
	REGISTERED DENTAL HYGIENIST IN ALTERNATIVE PRACTICE (RDHAP)	CALIFORNIA LAW AND ETHICS EXAMINATION (FOR RDHAPs)	1922	1082.3	INTERNAL REVIEW EVERY 3 YEARS		2019	SPECIFIED IN STATUTE						
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL	AGRICULTURAL AND BIOLOGICAL ENGINEER (NATIONAL)	PE AGRICULTURAL AND BIOLOGICAL CAL			OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2013	2013	MODIFIED ANGOFF	X	\$177: TOTAL COST FOR ALL PROGRAMS	\$1,874: TOTAL COST FOR ALL PROGRAMS	\$97: TOTAL COST FOR ALL PROGRAMS	\$132: TOTAL COST FOR ALL PROGRAMS	
		PE CHEMICAL	6704 6732 6750-59	404 420-422 424 427.10 438		2020	2020							
	CIVIL ENGINEER (NATIONAL)													
	CIVIL ENGINEER (CALIFORNIA)	PE CIVIL BREADTH & DEPTH	SEISMIC PRINCIPLES/ ENGINEERING SURVEY	6702 6704 6731 6731.1 6750-59	404 420-422 424 427.10 438		2017	2017						
	CONTROL SYSTEMS ENGINEER (NATIONAL)	PE CONTROL SYSTEMS	6704 6732 6750-59	404 420-422 424 427.10 438		2019	2019							

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination		EXAMINATION VALIDATION ² OA = Occupational Analysis				COSTS (INTHOUSANDS) ³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year				
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR									
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL (CONTINUED)	ELECTRICAL ENGINEER (NATIONAL)	PE ELECTRICAL	6702.1 6704 6750-59	404 420-422 424 427.10 438	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2018	2018	MODIFIED ANGOFF	X	\$177: TOTAL COST FOR ALL PROGRAMS	\$1,874: TOTAL COST FOR ALL PROGRAMS	\$97: TOTAL COST FOR ALL PROGRAMS	
	ENGINEER-IN-TRAINING (EIT) (NATIONAL)	FUNDAMENTALS OF ENGINEERING (FE)	6704 6750-59	404 420-422 424 427.10 438		2020	2020						
	FIRE PROTECTION ENGINEER (NATIONAL)	PE FIRE PROTECTION	6704 6732 6750-59	404 420-422 424 426.50 426.51 427.20		2018	2018						
	GEOTECHNICAL ENGINEER (CALIFORNIA)	GEOTECHNICAL ENGINEER	6730.2 6736.1	404 420-422 424 426.50 426.51 427.20			2018						
	INDUSTRIAL ENGINEER (NATIONAL)	PE INDUSTRIAL	6704 6732 6750-59	404 420-422 424 427.10 438		2020	2020						
	LAND SURVEYOR (NATIONAL)	PRINCIPLES OF SURVEYING	8741-8743	404 420-422 424 427.10 438		2019	2019						
	LAND SURVEYOR (CALIFORNIA)	PROFESSIONAL LAND SURVEYOR	8708 8741-8743	404 420-422 424 427.10 438			2018						
	LAND SURVEYOR-IN-TRAINING (NATIONAL)	FUNDAMENTALS OF SURVEYING	8741-8743	404 420-422 424 438		2020	2020						
	MECHANICAL ENGINEER (NATIONAL)	PE MECHANICAL	6702.2 6704 6750-59	404 420-422 424 427.10 438		2020	2020						
	METALLURGICAL ENGINEER (NATIONAL)	PE METALLURGICAL AND MATERIALS		404 420-422 424 427.10 438		2014	2014						
	NUCLEAR ENGINEER (NATIONAL)	PE NUCLEAR	6704 6732 6750-59	404 420-422 424 427.10 438		2018	2018						
	PETROLEUM ENGINEER (NATIONAL)	PE PETROLEUM		404 420-422 424 427.10 438		2019	2019						

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION/VALIDATION ² OA = Occupational Analysis				COSTS (IN THOUSANDS) ³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA		PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR		NAT'L	CAL						
ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS, BOARD FOR PROFESSIONAL (CONTINUED)	STRUCTURAL ENGINEER (NATIONAL)	LATERAL FORCES VERTICAL FORCES	6730.2	404 420-422	OA: INTERNAL/ EXTERNAL REVIEW AS NEEDED	2018	2018	X		\$177: TOTAL COST FOR ALL PROGRAMS	\$1,874: TOTAL COST FOR ALL PROGRAMS	\$97: TOTAL COST FOR ALL PROGRAMS	\$132: TOTAL COST FOR ALL PROGRAMS
			6736	424									
	6763.1	426.10- 426.14 427.30											
	6704	404		2017									
	6732	420-422		2015									
	6750-59	424		2015									
	7843	427.10, 438		2013									
	7841	3031		2019									
	7841.1			2019									
	7842	3041		2019									
PROFESSIONAL FIDUCIARIES BUREAU	PROFESSIONAL FIDUCIARY (PF)	PROFESSIONAL FIDUCIARY EXAMINATION	6539	4500	EXTERNAL REVIEW EVERY 4 YEARS; INTERNAL REVIEW AS NEEDED	2016	2016	X		\$0	\$0	\$0	\$0
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	LANDSCAPE ARCHITECT (NATIONAL)	LANDSCAPE ARCHITECT REGISTRATION EXAMINATION (LARE)	5650	2610	INTERNAL REVIEW	2016	2016	X		\$1	\$2	\$29	\$10
			5651	2615									
		2620											
	LANDSCAPE ARCHITECT (SUPPLEMENTAL)	CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)	2621	2621		2020	2014			\$82	\$52	\$18	\$9
MEDICAL BOARD OF CALIFORNIA	PHYSICIAN AND SURGEON	UNITED STATES MEDICAL LICENSING EXAMINATION	2170		EXTERNAL REVIEW AS NEEDED	2013	2013	MODIFIED ANGOFF WITH RASCH MODEL EQUATING	X				
	LICENSED MIDWIFE	NORTH AMERICAN REGISTRY OF MIDWIVES	2512.5			2016	2016	MODIFIED ANGOFF					
	POLYSOMNOGRAPHIC TECHNICIAN	CERTIFIED POLYSOMNOGRAPHIC TECHNICIAN (GPSGT)	2513			2018	2018	MODIFIED ANGOFF BOOKMARK METHOD					
	POLYSOMNOGRAPHIC TECHNOLOGIST	REGISTERED POLYSOMNOGRAPHIC TECHNOLOGIST (RPSBT)	3575			2018	2018						

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ² OA = Occupational Analysis					COSTS (INTHOUSANDS) ³ ED = Examination Development EA = Examination Administration PE = Program Evaluation PO = Per Occurrence PY = Per Year			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
NATUROPATHIC MEDICINE COMMITTEE	NATUROPATHIC DOCTOR	NATUROPATHIC PHYSICIANS LICENSING EXAMINATIONS (INPLEX I & II)	3630 3631	4220	OA: EXTERNAL REVIEW EVERY 5 YEARS	2015	2015	MODIFIED ANGOFF	X					
	OCCUPATIONAL THERAPIST	REGISTERED OCCUPATIONAL THERAPIST (OTR)			OA: EXTERNAL REVIEW	2017	2017	MODIFIED ANGOFF	X					
OCCUPATIONAL THERAPY CALIFORNIA BOARD OF	OCCUPATIONAL THERAPY ASSISTANT	CERTIFIED OCCUPATIONAL THERAPY ASSISTANT (COTA)	2570.6											
	OPTOMETRIST (OPT)	NATIONAL BOARD OF EXAMINERS IN OPTOMETRY (NBEO)-APPLIED BASIC SCIENCE (PART I); PATIENT ASSESSMENT AND MANAGEMENT (PART II); CLINICAL SKILLS (PART III)	3041.2 3046	1523	EXTERNAL THROUGH NBEO	2016	2016							
OPTOMETRY, CALIFORNIA STATE BOARD OF	SPECTACLE LENS DISPENSER	CALIFORNIA LAW AND REGULATIONS EXAMINATION (CLRE)	2559.2		EXTERNAL THROUGH ABO	2019	2019	MODIFIED ANGOFF	X	\$28	\$34	\$0	\$5	
	CONTACT LENS DISPENSER	AMERICAN BOARD OF OPTICIANRY (ABO) – SPECTACLE EXAM	2561		EXTERNAL THROUGH NCLE	2019	2019			\$62	\$0	\$0	\$0	
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	POSTGRADUATE TRAINING LICENSE	NATIONAL CONTACT LENS EXAMINERS (NCL) – CONTACT LENS EXAM				2016	2016			\$0	\$0	\$0	\$26	
	OSTEOPATHIC PHYSICIAN AND SURGEON	COMPLEX-USA LEVEL 1	2099.5	1620	EXTERNAL REVIEW EVERY 3-5 YEARS	2016	2016	MODIFIED ANGOFF	X					
		COMPLEX-USA LEVEL 2 (CE)												
		COMPLEX-USA LEVEL 3												
PHARMACY, CALIFORNIA STATE BOARD OF	PHARMACIST	COMPLEX-USA LEVEL 1	2064.5			2016	2016		X					
	PHARMACY TECHNICIAN	CALIFORNIA PRACTICE AND JURISPRUDENCE EXAMINATION FOR PHARMACISTS (CPJE)	4200 4200.1 4200.2 4200.3 4200.4 4209 4400	1719 1720 1720.1 1721 1723.1 1724 1725 1728 1749	OA: INTERNAL/ EXTERNAL REVIEW	2014	2014	MODIFIED ANGOFF/ EQUATING	X	\$0	\$240	\$222	\$103	
	PHARMACY TECHNICIAN	NORTH AMERICAN PHARMACIST LICENSURE EXAMINATION (NAPLEX)	4202 4400	1793.2 1793.5	OA	2015	2015							
	PHARMACY TECHNICIAN	PHARMACY TECHNICIAN CERTIFICATION EXAMINATION (PTCB)			OA	2016	2016	ANGOFF						
		EXAM FOR THE CERTIFICATION OF PHARMACY TECHNICIANS (EXCPT)			OA	2016	2016	MODIFIED ANGOFF						

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EXAMINATION PROGRAM			PREREQUISITES ¹ for admittance to the examination			EXAMINATION VALIDATION ²					COSTS (IN THOUSANDS) ³			
BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)	
			B&P	CCR										NAT'L
PHYSICAL THERAPY BOARD OF CALIFORNIA	PHYSICAL THERAPIST (PT)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)	1398.25 1398.26 1398.26.1 1398.26.5 1398.30 1398.31		OA; EVERY 5 YEARS AND AS OTHERWISE DEEMED NECESSARY	2016	2016							
		CALIFORNIA LAW EXAMINATION (CAL-LAW)	2650 2653		OA; AS DEEMED NECESSARY DUE TO CHANGES IN LAW OR REGULATION	2012	2012			\$0	\$2.5. SHARED WITH PE COSTS	\$6	\$2.5. SHARED WITH ED COSTS	
	PHYSICAL THERAPIST ASSISTANT (PTA)	NATIONAL PHYSICAL THERAPY EXAMINATION (NPTE)	1398.47 1398.50 1398.51		OA; EVERY 5 YEARS AND AS OTHERWISE DEEMED NECESSARY	2016	2016	MODIFIED ANGOFF	X					
		CALIFORNIA LAW EXAMINATION (CAL-LAW)	2620.5		OA; AS DEEMED NECESSARY DUE TO CHANGES IN LAW OR REGULATION	2012	2012			\$0				
PHYSICIAN ASSISTANT BOARD	PT SPECIALTY CERTIFICATION	KINESIOLOGICAL ELECTROMYOGRAPHY (KEMG)	1399.63 1399.65		OA	1990	1990							
		ELECTRONEUROMYOGRAPHY (ENMG)	1399.64 1399.65		OA	1994	1994			\$0				
PODIATRIC MEDICAL BOARD OF CALIFORNIA	DOCTOR OF PODIATRIC MEDICINE (DPM) – RESIDENT (EU)	PHYSICIAN ASSISTANT NATIONAL CERTIFYING EXAMINATION (PANCE)	3519	1399.507	EXTERNAL PRACTICE ANALYSIS; EVERY 5 TO 7 YEARS	2018	2018	MODIFIED ANGOFF	TWICE YEARLY					
		NBPME PART I	2475.1	1399.668		2016	2016							
		NBPME PART II			OA; INTERNAL/ EXTERNAL REVIEW	2016	2016	MODIFIED ANGOFF	X					
		NBPME PART III	2486	1399.660		2015	2015							
PSYCHOLOGY, CALIFORNIA BOARD OF	PSYCHOLOGIST	EXAMINATION FOR PROFESSIONAL PRACTICE IN PSYCHOLOGY (EPPP)	2914	1388	INTERNAL/ EXTERNAL (AS NEEDED)	2016	2016	MODIFIED ANGOFF	X					
		CALIFORNIA PSYCHOLOGY LAWS AND ETHICS EXAMINATION (CPLEE)				2019	2012			\$0	\$0	\$0	\$0	
REAL ESTATE APPRAISERS, BUREAU OF	APPRAISER	APPRAISER LICENSE	11340	3621 (TITLE 10)	EXTERNAL REVIEW	2020	2014	MODIFIED ANGOFF	X					
		CERTIFIED RESIDENTIAL LICENSE								\$12	\$94	\$141	\$0	
		CERTIFIED GENERAL LICENSE												

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)			
			B&P	CCR										NAT'L	CAL	
REGISTERED NURSING BOARD OF	REGISTERED NURSE	NCLEX-RN	144 2736	1412 1426	OA: INTERNAL/ EXTERNAL REVIEW: 4 YEARS, FULL EVERY 8 YEARS	2017	2017	ITEM RESPONSE THEORY	X	\$0	\$0	\$21	\$0			
RESPIRATORY CARE BOARD OF CALIFORNIA	RESPIRATORY CARE PRACTITIONER	THERAPIST MULTIPLE CHOICE (TMC) CLINICAL SIMULATION (CS)	3740		OA: ONGOING INTERNAL REVIEW	2017	2017	MODIFIED ANGOFF	X	\$0		\$11				
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	ALARM COMPANY OPERATOR	ALARM COMPANY OPERATOR QUALIFIED MANAGER	144 7599			2017	2017			\$0	\$26.7	\$5.1				
	PRIVATE INVESTIGATOR	PRIVATE INVESTIGATOR QUALIFIED MANAGER	144 7525 7526 7541	601 620	INTERNAL REVIEW OF QUALIFYING EXPERIENCE/ OA ONGOING		2015		X	\$0	\$51	\$15.8	\$0			
	PRIVATE PATROL OPERATOR	PRIVATE PATROL OPERATOR QUALIFIED MANAGER	144 7582 7583, 7583.1				2012			\$0	\$0	\$19.4				
	REPOSESSION AGENCY	REPOSESSION AGENCY QUALIFIED MANAGER	7503 7504	601			2017			\$0	\$0	\$5.1				
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	SPEECH-LANGUAGE PATHOLOGIST	THE PRAXIS SERIES	2532.1 2532.2 2532.25	1399,152.3	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS	2015	2015	MODIFIED TUCKER- ANGOFF		\$0	\$0	\$0	\$0			
	AUDIOLOGIST					2017	2017		X	\$0	\$0	\$0	\$0			
	HEARING AID DISPENSER	CALIFORNIA HEARING AID DISPENSER WRITTEN AND PRACTICAL EXAMINATIONS	2538.24 2538.25	1399,120	OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 TO 7 YEARS		2012			\$67	\$18	\$163	\$0			
STRUCTURAL PEST CONTROL BOARD	APPLICATOR	APPLICATOR	8564.5		OA: INTERNAL/ EXTERNAL REVIEW EVERY 5 YEARS	2014	2014	MODIFIED TUCKER- ANGOFF								
	FIELD REPRESENTATIVE	BRANCH 1	8563 8564 8566			2019	2019									
		BRANCH 2				2015	2015									
		BRANCH 3				2017	2017					X	\$38	\$72	\$174	\$0
	OPERATOR	BRANCH 1		8561			2019		2019							
		BRANCH 2		8562			2017		2017							
BRANCH 3			8565	1934	2017	2017										

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BOARD/BUREAU/ COMMITTEE	LICENSE TYPE(S)	EXAM TITLE(S)	MANDATING CODE(S)		ASSESSMENT METHOD AND FREQUENCY	YEAR OF MOST RECENT OA	OA YEAR CURRENT EXAM IS BASED	PASSING SCORE METHOD	PERIODIC ITEM ANALYSIS	OA (PO)	ED (PY)	EA (PY)	PE (PO)
			B&P	CCR									
VETERINARY MEDICAL BOARD	VETERINARIAN	NORTH AMERICAN VETERINARY LICENSING EXAMINATION (NAVLE)	2010	2010.1	OA: EXTERNAL REVIEW EVERY 7 YEARS	2017	2017		X	\$0	\$4	\$35	\$14
			2014	2014									
	VETERINARY MEDICAL BOARD	VETERINARIAN	CALIFORNIA VETERINARY STATE BOARD EXAMINATION (CSB)	2015.1	2015.1	OA: INTERNAL REVIEW EVERY 5-7 YEARS	2019	2013			\$42	\$76	\$20
				2015.2	2015.2								
VETERINARY MEDICAL BOARD	REGISTERED VETERINARY TECHNICIAN	VETERINARY LAW EXAMINATION (VLE)	2021	2021	INTERNAL LAW REVIEW EVERY 1-2 YEARS	2016	2016	MODIFIED ANGOFF	X	\$0			
			2022	2022									
VETERINARY MEDICAL BOARD	REGISTERED VETERINARY TECHNICIAN	VETERINARY TECHNICIAN NATIONAL EXAMINATION (VTNE)	2023	2023	OA: EXTERNAL REVIEW EVERY 5-7 YEARS	2017	2017		X	\$0	\$4	\$35	\$14
			2024	2024									
VETERINARY MEDICAL BOARD	REGISTERED VETERINARY TECHNICIAN	VETERINARY TECHNICIAN NATIONAL EXAMINATION (VTNE)	2025	2025	EXTERNAL REVIEW EVERY 5-7 YEARS	2017	2016		X	\$0	\$4	\$35	\$14
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL/ VOCATIONAL NURSES (NCLEX-PN)	2516	2516.5	OA: EXTERNAL REVIEW EVERY 3 YEARS	2018	2018		X	\$0			
			2530(g)	2530(g)									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL/ VOCATIONAL NURSES (NCLEX-PN)	2532	2532	EXTERNAL REVIEW EVERY 3 YEARS	2018	2018		X	\$0			
			2533	2533									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	VOCATIONAL NURSE	NATIONAL COUNCIL LICENSURE EXAMINATION FOR PRACTICAL/ VOCATIONAL NURSES (NCLEX-PN)	2534	2534	EXTERNAL REVIEW EVERY 3 YEARS	2018	2018		X	\$0			
			2534.1	2534.1									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAMINATION (PSI EXAM)	2575	2575	OA: EXTERNAL REVIEW EVERY 5 YEARS	2020	2014		X	\$38.2	\$131.6	\$28	\$0
			2585(g)	2585(g)									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAMINATION (PSI EXAM)	2586	2586	EXTERNAL REVIEW EVERY 5 YEARS	2020	2014		X	\$38.2	\$131.6	\$28	\$0
			2587	2587									
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	PSYCHIATRIC TECHNICIAN	CALIFORNIA PSYCHIATRIC TECHNICIAN LICENSURE EXAMINATION (PSI EXAM)	2588	2588	EXTERNAL REVIEW EVERY 5 YEARS	2020	2014		X	\$38.2	\$131.6	\$28	\$0
			2588.1	2588.1									

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Expenditure Categories

FISCAL YEAR 2019/20 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)							
	Fund Number and Name	From FM 13 FISCAL Expenditure Report			From FM 13 FISCAL Revenue Report	From FM 13 FISCAL Revenue Report	
		Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Internal Distributed Costs	Total Net Expenditures
1111 - BOARDS & BUREAUS							
ACCOUNTANCY, BOARD OF	0704 ACCOUNTANCY FUND	9,354	6,003	15,357	-650	0	14,707
ACUPUNCTURE, BOARD OF	0108 ACUPUNCTURE FUND	1,254	2,030	3,284	-53	0	3,231
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT	959	336	1,295	0	0	1,295
ARCHITECTS BOARD, CALIFORNIA	0706 CALIFORNIA ARCHITECTS BOARD FUND	2,166	1,412	3,578	-5	-26	3,547
	0326 STATE ATHLETIC FUND	1,188	602	1,790	0	0	1,790
	9250 BOXERS' PENSION	66	363	429	0	0	429
ATHLETIC COMMISSION, CALIFORNIA STATE	0492 STATE ATHLETIC COMM NEURO EXAM ACCOUNT	55	0	55	0	0	55
	TOTAL CSAC	1,309	965	2,274	0	0	2,274
	0421 VEHICLE INSPECTION & REPAIR FUND	59,846	63,646	123,492	-689	-71	122,732
AUTOMOTIVE REPAIR, BUREAU OF	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT	5,914	31,163	37,077	0	0	37,077
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	510	35,682	36,192	0	0	36,192
	TOTAL BAR	66,270	130,491	196,761	-689	-71	196,001
BARBERING & COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND	7,415	12,721	20,136	-89	0	20,047
BEHAVIORAL SCIENCE, BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND	5,466	6,237	11,703	-292	0	11,411
CANNABIS CONTROL, BUREAU OF	3288 CANNABIS CONTROL FUND	10,685	17,160	27,845	-644	0	27,201
CEMETERY & FUNERAL BUREAU	0717 CEMETERY AND FUNERAL FUND	2,420	1,321	3,741	-18	0	3,723
CHIROPRACTIC EXAMINERS, BOARD OF	0152 CHIROPRACTIC EXAMINERS FUND	1,933	2,188	4,121	-83	0	4,038
	0735 CONTRACTORS' LICENSE FUND	40,535	26,366	66,901	-571	0	66,330
CONTRACTORS STATE LICENSE BOARD	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	0	92	92	0	0	92
	TOTAL CSLB	40,535	26,458	66,993	-571	0	66,422
COURT REPORTERS BOARD OF CALIFORNIA	0771 COURT REPORTERS FUND	644	457	1,101	-3	0	1,098
	0410 TRANSCRIPT REIMBURSEMENT FUND	0	-2	-2	0	0	-2
	TOTAL CRB	644	455	1,099	-3	0	1,096

(a) all expenditures based on FISCAL Program Disbursement Report generated on 10/9/2019

Expenditure Categories

FISCAL YEAR 2019/20 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)							
1111 - BOARDS & BUREAUS	Fund Number and Name	From FM 13 Fi\$Cal Expenditure Report			From FM 13 Fi\$Cal Revenue Report		Total Net Expenditures
		Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Internal Distributed Costs	
DENTAL BOARD OF CALIFORNIA	3142 STATE DENTAL ASSISTANT FUND	670	1,029	1,699	0	0	1,699
	0741 STATE DENTISTRY FUND	6,857	5,978	12,835	-677	0	12,158
	3039 DENTALLY UNDERSERVED ACCOUNT	0	210	210	0	0	210
	TOTAL DBC	7,527	7,217	14,744	-677	0	14,067
DENTAL HYGIENE BOARD OF CALIFORNIA	3140 STATE DENTAL HYGIENE FUND	966	1,029	1,995	-30	0	1,965
HOUSEHOLD GOODS AND SERVICES, BUREAU OF	0752 BUREAU OF HOME FURNISHINGS & THERMAL INSULATION FUND	2,364	1,663	4,027	0	0	4,027
	0325 ELECTRONIC & APPLIANCE REPAIR FUND	1,861	859	2,720	0	-61	2,659
	3315 - HOUSEHOLD MOVERS FUND	1,132	838	1,970	0	0	1,970
	TOTAL BHGS	5,357	3,360	8,717	0	-61	8,656
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	468	411	879	0	0	879
MEDICAL BOARD OF CALIFORNIA	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	16,842	49,514	66,356	-3,096	-505	62,755
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	0	0	0	0	0	0
	0755 LICENSED MIDWIFERY FUND	0	109	109	0	0	109
	TOTAL MBC	16,842	49,623	66,465	-3,096	-505	62,864
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND	249	202	451	0	0	451
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND	1,291	1,074	2,365	-51	0	2,314
OPTOMETRY, CALIFORNIA STATE BOARD OF	0763 STATE OPTOMETRY FUND	1,018	1,250	2,268	-52	0	2,216
	0175 DISPENSING OPTICIANS FUND	177	251	428	-10	0	418
	TOTAL OPTOMETRY BOARD OF CALIFORNIA	1,195	1,501	2,696	-62	0	2,634
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	1,286	1,150	2,436	-154	0	2,282
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	17,049	9,959	27,008	-2,279	0	24,729
PHYSICAL THERAPY BOARD	0759 PHYSICAL THERAPY FUND	2,663	2,632	5,315	-189	0	5,126
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	660	1,329	1,989	-153	0	1,836
PODIATRIC MEDICAL BOARD OF CALIFORNIA	0295 BOARD OF PODIATRIC MEDICINE FUND	570	857	1,427	-120	0	1,307

[a] all expenditures based on Fi\$Cal Program Disbursement Report generated on 10/9/2019

Expenditure Categories

FISCAL YEAR 2019/20 NET EXPENDITURES (IN THOUSANDS OF DOLLARS)						
Fund Number and Name	From FM 13 FISCAL Expenditure Report			From FM 13 FISCAL Revenue Report		Total Net Expenditures
	Personal Services	Operating Expenses	Subtotal (Month 13)	Less (-) Reimbursements	Less (-) Internal Distributed Costs	
1111 - BOARDS & BUREAUS	11,117	5,765	16,882	-7	0	16,875
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0	4,073	4,073	0	0	4,073
	11,117	9,838	20,955	-7	0	20,948
0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	5,023	5,026	10,049	-141	0	9,908
0960 STUDENT TUITION RECOVERY FUND	5,023	5,026	10,049	-141	0	9,908
0770 PROFESSIONAL ENGINEERS' & LAND SURVEYORS' FUND	361	234	595	0	0	595
3108 PROFESSIONAL FIDUCIARY FUND	2,732	2,864	5,596	-199	0	5,397
0310 PSYCHOLOGY FUND	3,584	1,878	5,462	-4	0	5,458
0400 REAL ESTATE APPRAISERS FUND	18,824	34,357	53,181	-2,491	0	50,690
0761 BOARD OF REGISTERED NURSING FUND	1,859	1,449	3,308	-170	0	3,138
0319 RESPIRATORY CARE FUND	5,911	9,541	15,452	-784	-293	14,375
0239 PRIVATE SECURITY SERVICES FUND	341	703	1,044	-4	0	1,040
0769 PRIVATE INVESTIGATOR FUND	6,252	10,244	16,496	-788	-293	15,415
0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS BOARD	1,259	1,093	2,352	-61	0	2,291
0168 SPC RESEARCH FUND	0	385	385	0	0	385
0399 SPC EDUCATION & ENFORCEMENT FUND	49	314	363	0	0	363
0775 STRUCTURAL PEST CONTROL FUND	2,693	2,261	4,954	-54	0	4,900
	2,742	2,960	5,702	-54	0	5,648
0777 VETERINARY MEDICAL BOARD CONTINGENT FUND	2,050	2,831	4,881	-316	0	4,565
0779 VOCATIONAL NURSING & PSYCHIATRIC TECHNICIANS FUND	7,423	9,242	16,665	-266	0	16,399
	7,423	9,242	16,665	-266	0	16,399
3252 CURES FUND	0	3,916	3,916	0	0	3,916
DCA - TOTAL	269,779	374,053	643,832	-14,405	-956	628,471

[a] all expenditures based on FISCAL Program Disbursement Report generated on 10/9/2019

Fund Conditions

FISCAL YEAR 2019/20 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions					
	Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve
1111 - BOARDS & BUREAUS	ACCOUNTANCY, CALIFORNIA BOARD OF	23,983	12,680	0	15,847	20,816	15.1
	ACUPUNCTURE, BOARD OF	3,766	2,415	1,000	3,460	3,721	9.3
	ARBITRATION CERTIFICATION PROGRAM	1,265	1,445	0	1,411	1,299	10.7
	ARCHITECTS BOARD, CALIFORNIA	5,052	4,600	0	3,870	5,782	15.6
	0326 STATE ATHLETIC FUND	1,741	1,829	0	1,937	1,633	10.5
	ATHLETIC COMMISSION, CALIFORNIA STATE	469	15	0	58	426	88.1
	9250 BOXERS' PENSION FUND	370	375	0	432	313	88.2
	0421 VEHICLE INSPECTION AND REPAIR FUND	122,921	166,332	90,000	133,026	246,227	20.5
	AUTOMOTIVE REPAIR, BUREAU OF	71,335	48,168	0	37,745	81,758	19.4
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT	21,180	33,672	0	36,192	18,660	6.7
	BARBERING AND COSMETOLOGY, BOARD OF	22,374	24,447	21,000	21,548	46,273	26.2
	BEHAVIORAL SCIENCE, BOARD OF	6,535	9,305	0	12,376	3,484	3.3
	CANNABIS CONTROL, BUREAU OF [B]	64,667	38,056	0	36,891	65,832	4.9
	CEMETERY AND FUNERAL BUREAU	5,244	4,016	0	4,191	5,069	12.1
	CHIROPRACTIC EXAMINERS, BOARD OF	2,086	4,660	0	4,381	2,365	5.4
	CONTRACTORS STATE LICENSE BOARD	7,884	64,524	0	71,781	627	0.1
	0093 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)	374	143	0	98	419	51.3
	COURT REPORTERS BOARD OF CALIFORNIA	349	1,447	0	1,184	612	6.1
	0410 TRANSCRIPT REIMBURSEMENT FUND	37	1	0	2	36	0.0
	DENTAL BOARD OF CALIFORNIA	11,391	16,244	0	13,315	14,320	9.5
	3039 DENTALLY UNDERSERVED ACCOUNT	1,560	26	0	217	1,369	123.5
	3142 STATE DENTAL ASSISTANT FUND	2,258	2,534	0	1,879	2,913	12.4
	DENTAL HYGIENE BOARD OF CALIFORNIA	2,509	1,856	0	2,128	2,237	11.1
	0325 ELECTRONIC AND APPLIANCE REPAIR FUND	4,045	2,748	0	2,853	3,940	16.2
	HOUSEHOLD GOODS AND SERVICES, BUREAU OF	4,425	5,216	0	4,427	5,214	11.2
	3315 HOUSEHOLD MOVERS FUND	2,335	2,983	-30	1,970	3,318	12.8

[a] Expenditures in fund conditions include SCO and/or other charges that are direct assessments against each fund.

[b] Cannabis Control Fund is a shared fund. Data provided for 2019-20 is specific to BCC/DCA only.

Fund Conditions

FISCAL YEAR 2019/20 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions					
1111 - BOARDS & BUREAUS	Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND	1,467	802	0	954	1,315	13.5
MEDICAL BOARD OF CALIFORNIA	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA	475	87	0	1	561	239.1
	0755 LICENSED MIDWIFERY FUND	452	59	0	109	402	36.1
NATUROPATHIC MEDICINE COMMITTEE	0758 CONTINGENT FUND OF THE MEDICAL BOARD OF CALIFORNIA	26,297	59,760	0	67,139	18,918	3.1
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3069 NATUROPATHIC DOCTOR'S FUND	430	514	0	489	455	15.0
	3017 OCCUPATIONAL THERAPY FUND	2,099	2,294	0	2,541	1,852	7.2
OPTOMETRY, CALIFORNIA STATE BOARD OF	0763 STATE OPTOMETRY FUND	2,694	1,787	0	2,400	2,081	10.2
	0175 DISPENSING OPTICIANS FUND	868	681	0	455	1,094	22.8
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA CONTINGENT FUND	3,307	2,711	1,500	2,494	5,024	19.4
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND	9,545	26,258	0	26,913	8,890	3.6
PHYSICAL THERAPY BOARD OF CALIFORNIA	0759 PHYSICAL THERAPY FUND	4,095	6,357	0	5,549	4,903	10.0
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND	3,009	2,330	1,500	1,959	4,880	20.2
PODIATRIC MEDICAL BOARD OF CALIFORNIA	0295 BOARD OF PODIATRIC MEDICINE FUND	716	1,237	0	1,387	566	4.3
PRIVATE POSTSECONDARY EDUCATION, BUREAU FOR	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND	6,985	14,854	0	18,379	3,460	2.3
	0960 STUDENT TUITION RECOVERY FUND	25,242	562	0	4,073	21,731	130.4
PROFESSIONAL ENGINEERS, LAND SURVEYORS, & GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS, LAND SURVEYORS, & GEOLOGISTS'S FUND	7,207	8,573		10,934	4,846	4.4
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND	291	606	0	633	264	5.2
PSYCHOLOGY, CALIFORNIA BOARD OF	0310 PSYCHOLOGY FUND	7,779	5,716	3,700	5,799	11,396	21.5
REAL ESTATE APPRAISERS, BUREAU OF	0400 REAL ESTATE APPRAISERS FUND	5,824	4,368		5,968	4,224	8.3
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND	33,934	67,229	0	53,643	47,520	9.8
RESPIRATORY CARE BOARD OF CALIFORNIA	0319 RESPIRATORY CARE FUND	774	3,485	0	3,350	909	2.8

[a] Expenditures in fund conditions include SCO and/or other charges that are direct assessments against each fund.
 [b] Cannabis Control Fund is a shared fund. Data provided for 2019-20 is specific to BCC/DCA only.

Fund Conditions

FISCAL YEAR 2019/20 FUND CONDITIONS (IN THOUSANDS OF DOLLARS)		From General Ledger Fund Conditions					
	Fund Number and Name	Total Reserves July 1	Total Revenues	Transfers	Total Expenditures [a]	Reserve June 30	Estimated Months of Reserve
1111 - BOARDS & BUREAUS							
SECURITY AND INVESTIGATIVE SERVICES, BUREAU OF	0239 PRIVATE SECURITY SERVICES FUND	9,143	14,740	0	15,484	8,399	6.1
	0769 PRIVATE INVESTIGATOR FUND	912	654	0	1,135	431	53.9
SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIO, & HEARING AID DISP. FUND	2,076	2,216	0	2,440	1,852	9.4
	0168 SPC RESEARCH FUND	810	172	0	385	597	17.0
STRUCTURAL PEST CONTROL BOARD	0399 SPC EDUCATION & ENFORCEMENT FUND	1,079	424	0	387	1,116	28.7
	0775 SPC FUND	971	5,933	0	5,293	1,611	3.3
VETERINARY MEDICAL BOARD	0777 VETERINARY MEDICAL BOARD FUND	2,014	5,854	0	4,920	2,948	5.4
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS FUND	6,435	16,701	0	17,919	5,217	3.6
CURES	3252 CURES FUND	4,091	1,799	0	4,039	1,851	5.5

[a] Expenditures in fund conditions include SCO and/or other charges that are direct assessments against each fund.

[b] Cannabis Control Fund is a shared fund. Data provided for 2019-20 is specific to BCC/DCA only.

Revenue Sources

FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)																			
1111- Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163000)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
ACCOUNTANCY, CALIFORNIA BOARD OF	0704 ACCOUNTANCY FUND			157		7,690		540	3,848					431		10	4		12,680
	0108 ACUPUNCTURE FUND			12		1,907		51	317				30	95		2	1		2,415
ARBITRATION CERTIFICATION PROGRAM	0166 CERTIFICATION ACCOUNT							1,425						20					1,445
	0706 CALIFORNIA ARCHITECTS BOARD FUND			65		3,899		82	424				127			3			4,600
ATHLETIC COMMISSION, STATE	0326 STATE ATHLETIC FUND					60		1,560	138				39			23	9		1,829
	0492 STATE ATHLETIC COMM/NEURO EXAM ACCOUNT							7					8						15
	9250 BOXERS' PENSION FUND												5				369		374
	TOTAL CSAC			0	0	0	0	1,567	138	0	0	0	0	52	0	23	378	0	2,218
AUTOMOTIVE REPAIR, BUREAU OF	0421 VEHICLE INSPECTION & REPAIR FUND			201		7,506		1,606	114,310			38,179	4,280			32	218		166,332
	0582 HIGH POLLUTER REPAIR OR REMOVAL ACCOUNT							476	46,286	1			1,401			4			48,168
	3122 ENHANCED FLEET MODERNIZATION SUBACCOUNT												428						33,672
TOTAL BAR		33,244	0	201	0	7,506	0	2,082	160,596	1	0	38,179	6,109	0	36	218	0	248,172	
BARBERING & COSMETOLOGY, BOARD OF	0069 BARBERING & COSMETOLOGY FUND			1,270		11,907		3,792	3,363	13		3,212	869		13	8			24,447

[a] All revenues based on FiSCal Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)																			
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163000)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
BEHAVIORAL SCIENCE BOARD OF	0773 BEHAVIORAL SCIENCE EXAMINERS FUND			110		5,629		200	3,212					135		17	2		9,305
	3288 CANNABIS CONTROL BUREAU OF		21,745	3,663		11,286		50	-2					1,312		2			38,056
CEMETERY & FUNERAL BUREAU	0717 CEMETERY FUND			47		1,420		2,258	194					92		5			4,016
	0152 CHIROPRACTIC EXAMINERS FUND			39		4,086		132	361				39			1	2		4,660
CONTRACTORS' STATE LICENSE BOARD	0735 CONTRACTORS' LICENSE FUND			3,325		45,631		123	13,405			71		138		102	9	1,720	64,524
	0083 CONSTRUCTION MANAGEMENT EDUCATION ACCOUNT (CMEA)								135					8					143
COURT REPORTERS BOARD OF CALIFORNIA	TOTAL CONTRACTORS' STATE LICENSE BOARD	0	0	3,325	0	45,631	0	123	13,540	0	0	71	0	146	0	102	9	1,720	64,667
	0771 COURT REPORTERS FUND			22		1,371		13	27					14					1,447
	0410 TRANSCRIPT REIMBURSEMENT FUND													1					1
	TOTAL COURT REPORTERS BOARD	0	0	22	0	1,371	0	13	27	0	0	0	0	15	0	0	0	0	1,448

[a] All revenues based on FISCAL Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)																			
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163900)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
DENTAL BOARD OF CALIFORNIA	3142 STATE DENTAL ASSISTANT FUND			98		1,834		31	506			11		54		0	0		2,534
	0741 STATE DENTISTRY FUND			182		13,119		173	2,495			12	246			15	2		16,244
	3039 DENTALLY UNDERSERVED ACCOUNT												26						26
	TOTAL DENTAL BOARD OF CALIFORNIA	0	0	280	0	14,953	0	204	3,001	0	0	23	0	326	0	15	2	0	18,804
DENTAL HYGIENE BOARD OF CALIFORNIA	3140 STATE DENTAL HYGIENE COMMITTEE			36		1,619		14	119		1	1	50				16		1,856
	0325 ELECTRONIC & APPLIANCE REPAIR FUND			78		2,385		8	191				80			5	1		2,748
HOUSEHOLD GOODS AND SERVICES, BUREAU OF	0752 HOME FURNISHINGS & THERMAL INSULATION FUND			121		3,973		110	884				88			17			5,216
	3315 HOUSEHOLD MOVERS FUND			90		2,719		65	108								1		2,963
	TOTAL BHGS	0	0	289	0	9,077	0	183	1,183	0	0	0	168	23	22	2	0	0	10,947
LANDSCAPE ARCHITECTS TECHNICAL COMMITTEE	0757 LANDSCAPE ARCHITECTS FUND			11		683		4	76				28						802

[a] All revenues based on FISCAL Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)

1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163000)	Other Revenue, Cost, Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
	0210 OUTPATIENT SETTING FUND OF THE MED BOARD OF CA					78							9						87
	0755 LICENSED MIDWIFERY FUND			1		40			10				8						59
MEDICAL BOARD OF CALIFORNIA	0758 MEDICAL BOARD OF CALIFORNIA FUND			116		51,109		443	7,333				695			60	4		59,760
	TOTAL MEDICAL BOARD OF CALIFORNIA	0	0	117	0	51,227	0	443	7,343	0	0	0	712	0	0	60	4	0	59,906
NATUROPATHIC MEDICINE COMMITTEE	3069 NATUROPATHIC DOCTOR'S FUND			3		386		2	112				11						514
OCCUPATIONAL THERAPY, CALIFORNIA BOARD OF	3017 OCCUPATIONAL THERAPY FUND			37		1,774		53	349			33	47			1			2,294
	0763 STATE OPTOMETRY FUND			12		1,534		42	140				54			5			1,787
OPTOMETRY, CALIFORNIA STATE BOARD OF	0175 DISPENSING OPTICIANS FUND			13		406		4	236				21				1		681
	TOTAL OPTOMETRY BOARD OF CALIFORNIA	0	0	25	0	1,940	0	46	376	0	0	0	75	0	0	5	1	0	2,468
OSTEOPATHIC MEDICAL BOARD OF CALIFORNIA	0264 OSTEOPATHIC MED BD OF CA FUND			14		1,770		29	488			23	45			3	244		2,711
PHARMACY, CALIFORNIA STATE BOARD OF	0767 PHARMACY BOARD CONTINGENT FUND			215		20,964		1,129	3,677	3	3		220			42	5		26,258
PHYSICAL THERAPY BOARD OF CALIFORNIA	0769 PHYSICAL THERAPY FUND			34		5,006		130	1,078				106			2	1		6,357
PHYSICIAN ASSISTANT BOARD	0280 PHYSICIAN ASSISTANT FUND			4		1,805		22	361				45			2			2,330

(a) All revenues based on Fr&Cal Program Disbursement Report generated on 9/9/2019

Revenue Sources

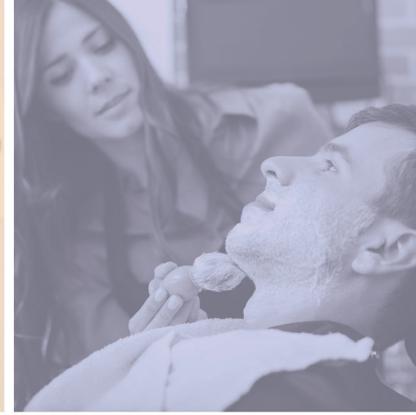
FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)																			
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163000)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
1111-Bureaus & Programs	0295 BOARD OF PODIATRIC MEDICINE FUND			2		1,098		11	110					15			1		1,237
	0305 PRIVATE POSTSECONDARY EDUCATION ADMINISTRATION FUND			225		13,367		430	701	1				110	17	2	1		14,854
PRIVATE POSTSECONDARY EDUCATION	0960 STUDENT TUITION RECOVERY FUND							99					432			31			562
	TOTAL BPPE	0	0	225	0	13,367	0	529	701	0	0	1	0	542	17	33	1	0	15,416
PROFESSIONAL ENGINEERS, LAND SURVEYORS, & GEOLOGISTS, BOARD FOR	0770 PROFESSIONAL ENGINEERS' & LAND SURVEYORS' FUND			70		6,833		87	1,434				126			22	1		8,573
PROFESSIONAL FIDUCIARIES BUREAU	3108 PROFESSIONAL FIDUCIARY FUND			3		483		24	88				8						606
PSYCHOLOGY, CALIFORNIA BOARD OF	0310 PSYCHOLOGY FUND			50		3,602		192	569			1,066	233		4				5,716
REAL ESTATE APPRAISERS, BUREAU OF	0400 REAL ESTATE APPRAISERS FUND				3,545				611		1		85				41	85	4,368
REGISTERED NURSING, BOARD OF	0761 BOARD OF REGISTERED NURSING FUND			914		45,106		2,532	17,751			11	874		2	25	14		67,229
RESPIRATORY CARE BOARD	0319 RESPIRATORY CARE FUND			67		2,887		87	418				26						3,485

[a] All revenues based on Fr&Cal Program Disbursement Report generated on 9/9/2019

Revenue Sources

FISCAL YEAR 2019/20 REVENUE CATEGORIES (IN THOUSANDS)																			
1111-Bureaus & Programs	Fund Number and Name	Other Motor Vehicle Fees (4115600)	Cannabis Licensing Fees (4120700)	Delinquent Fees (4121200)	Division of Real Estate License Fees (4127200)	Renewal Fees (4127400)	STRF Assessment 6805	Other Regulatory Fees (4129200)	Other Regulatory Licenses and Permits (4129400)	Miscellaneous Revenue From Local Agencies (4135000)	Sale of Documents (4140000)	Miscellaneous Services to the Public (4143500)	Interest Income - Interfund Loans (4150500)	Investment Income - Surplus Money Investments (4163000)	Other Revenue, Cost Recoveries (4171100)	Escheats (4171400, 4171500)	Miscellaneous/Other Revenue (4172500)	Penalty Assessments (4173000)	Total
	0239 PRIVATE SECURITY SERVICES FUND			349		7,711		600	5,850					178		46	6		14,740
SECURITY & INVESTIGATIVE SERVICES	0769 PRIVATE INVESTIGATOR FUND			22		525		10	72				22			3			654
	TOTAL BSSIS	0	0	371	0	8,236	0	610	5,922	0	0	0	200	0	0	49	6	0	15,394
SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY & HEARING AID DISPENSERS BOARD	0376 SPEECH-LANGUAGE PATHOLOGY & AUDIOLOGY FUND			26		1,726		51	362				47			3	1		2,216
	0168 SPCB RESEARCH FUND							150					21						171
STRUCTURAL PEST CONTROL BOARD	0399 SPCB EDUCATION & ENFORCEMENT FUND							403					21						424
	0775 SPC FUND			5		237		5,080	568			2	38			2	1		5,933
	TOTAL SPCB	0	0	5	0	237	0	5,633	568	0	0	2	80	0	0	2	1	0	6,528
VETERINARY MEDICAL BOARD	0771 VETERINARY MEDICAL BOARD FUND			30		4,345		56	1,364			1	53			5			5,854
VOCATIONAL NURSING AND PSYCHIATRIC TECHNICIANS, BOARD OF	0779 VOCATIONAL NURSE EXAMINERS FUND			255		11,479		346	4,442				162			16	1		16,701
	TOTAL BVNPT	0	0	255	0	11,479	0	346	4,442	0	0	0	162	0	0	16	1	0	16,701
CURES	3252 CURES FUND							1,712				87							1,799
	DCA TOTAL	33,244	21,745	11,994	3,545	312,995	0	26,444	238,521	17	5	253	42,616	13,802	42	525	964	1,805	708,517

[a] All revenues based on Fi\$Cal Program Disbursement Report generated on 9/9/2019



STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS




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